

EIC Solutions, Inc - RMA Terms and Conditions

Section 1: General Conditions

1. All returns require a Return Merchandise Authorization (RMA) Number. Once an RMA request has been approved, EIC Solutions will contact the customer with return shipping instructions and an RMA number.
2. All products must be returned to EIC Solutions within thirty days of an RMA number being issued, transportation prepaid, and in strict compliance with EIC Solutions' return and warranty policy for our evaluation and determination of responsibility.
3. All costs to ship a unit from EIC Solutions back to the customer, except in the case of repairs fully covered under warranty, are the responsibility of the customer and will either be prepaid and added to the invoice or billed to a specified customer shipping account.

Section 2: Return for Repairs

1. EIC Solutions has a minimum evaluation fee of \$100 USD for all RMAs that are not covered by warranty. The evaluation fee is waived if the customer submits a PO for repairs.
2. Repair quotes must be acted upon within 30 days of issuance. Failure to do so will result in a storage fee of \$50 per unit. If EIC Solutions does not receive a customer response within 90 days of repair quote issuance, the unit is considered abandoned and will be disposed of following email notice to the customer.
3. During the warranty period, EIC Solutions may choose to replace a defective unit with a unit that is tested and verified to be in new or like-new condition. In this event, the customer will not receive the original unit back.
4. EIC Solutions' sole liability, and the exclusive remedy for any acknowledged defect(s), shall be the repair or replacement of the product in question subject to the original warranty.
5. EIC Solutions does not offer repair services for units older than 10 years.

SECTION 3: RETURNS AND EXCHANGES

1. Returns and exchanges are not accepted for any custom or modified goods.
2. Returns or exchanges may be accepted within 30 days of the original invoice date for standard, non-modified items in new and unused condition with all original packaging materials and accessories. Authorization of all returns is at the sole discretion of EIC Solutions, Inc.
3. No goods are to be returned to EIC Solutions without prior approval and without first receiving an RMA number. No refunds will be given for shipping costs.
4. All returned merchandise is to be securely packaged and shipped "freight prepaid" to EIC Solutions, Inc. Any damage to the product is the sole responsibility of the customer.
5. A restocking charge of up to 25% of invoice will apply to any returned merchandise.