

## RETURN MERCHANDISE PROCEDURE GUIDE

1. The customer should contact [support@saltex.com](mailto:support@saltex.com) and open a ticket number. The technical support team will get back to the customer to troubleshoot the issue.
2. If it is determined that the issue cannot be resolved over the phone an RMA (Return Merchandise Authorization) form will be sent to the customer for completion. This form must be email or faxed back to the Support Department.
3. The Support Department will issue an RMA number which will be emailed back to the customer.
4. The customer must include one copy of the RMA form inside the box and reference the RMA number outside the box when returning/shipping the product(s) for accurate processing. Packages without an RMA will be refused at The Saltex Group receiving facility.
5. The customer is responsible for the freight charge for shipping the unit(s) back to The Saltex Group.

### Return for Repair

1. The customer is responsible for shipping the unit(s) to the service location predetermined by The Saltex Group.
2. All products covered by warranty shall be repaired at no cost if it is determined that they were not tampered with.
3. If after inspection, the returned unit is found to be in good working condition, the customer will be charged a flat fee of US\$ 100.00 per unit for labor cost.
4. All unit(s) out of warranty may be repaired at a cost for parts and labor. The nature and cost of the repair must be pre-approved by the customer. The customer will be responsible for shipping the repaired unit back to their owner.

### Advance Replacement

1. Within the warranty period, a defective product may be replaced with a new or refurbished unit at the manufacturer's discretion. As soon as the advance replacement ships the customer will be issued an invoice which will include the total value of the unit(s) plus any freight charges.  
If the returned product(s) is:
  - a) Defective: full credit of the returned product will be issued against the Invoice generated for the Advance Replacement.
  - b) Non-defective: a 25% restocking fee will apply against the Invoice generated for the Advance Replacement.
  - c) Voided warranty: no credit will be issued. The product can be repaired at a cost
  - d) Non-conforming: the product(s) will be returned to the customer via freight collect and no credit shall be issued to the customer.
2. The valid period for returning defective product(s) for an Advance Replacement must be within 15 days (for domestic customers) or 30 days (for international customers) from the Advance Replacement invoice date.
3. The customer is responsible for shipping charges when returning the unit back to The Saltex Group or any determined service location.
4. Credits issued on the returned product as per the procedure mentioned above shall be used to offset the Advance Replacement invoice.

### RETURN FOR CREDIT

1. All credit returns must be pre-approved and must be returned within 90 days of the original invoice date. All products returned for credit are subject to a restocking fee which will be determined based on the condition of the returned product.

