

Return Material Authorization (RMA) Form

PREFERRED UTILITIES MFG CORP.
31-35 SOUTH STREET
DANBURY, CONNECTICUT 06810
PHONE (203) 743-6741 FAX (203) 798-7313

Instructions

No returns will be accepted without prior authorization. Unauthorized returns will be refused and returned to the sender. Preferred "General Terms and Conditions of Sale" and "Returned Merchandise Policy" are available upon request.

- 1 Complete this form and fax with a copy of your Purchase Order (PO not required if unit is being returned for "Credit/ Refund") to 1-203-798-7313 attention RMA department. Incomplete forms will be refused.
- 2 An RMA number will be assigned and this form will be faxed back to you within 48 hours. The RMA number is valid for 15 days.
- 3 Items to be returned must be properly packaged and returned with all ancillary devices. Returns must be shipped freight prepaid to the above address. All return shipping charges are the customers responsibility. Items received that have not been properly package may have their warranties voided. The RMA number must be clearly marked on the outside of each carton. Include one copy of this form inside each package being returned. Note: Each Item type returned will be assigned a different RMA number (see product details below). **We advise you to insure your shipping to cover for any damages during shipping! C.O.D returns will automatically be refused.**
- 4 The form must be signed and dated.

COMPANY INFORMATION

Company Name	<input type="text"/>		
Contact	<input type="text"/>	Phone <input type="text"/>	Fax <input type="text"/>
Ship To	<input type="text"/>		
Ship Attn:	<input type="text"/>		
Address	<input type="text"/>		
City	<input type="text"/>	State <input type="text"/>	ZIP <input type="text"/>
Customer PO #	<input type="text"/>	Orig Cust PO (req'd for Warranty returns)	<input type="text"/>
Return Ship Via	<input type="text"/>	Note: Warranty and advance replacement units will be shipped no charge via UPS Ground. We will ship, at your expense, via any express carrier service you request.	

Return Type See Attached Explanation of Return Types	RE = Repair Estimate Required	W = Warranty
	R = Repair	AR = Advance Replacement
	RC = Return for credit	O = Other <input type="text"/>

PRODUCT DETAILS

Item	Part Number	Serial No	Orig SO #	Qty	Rtn Type	RMA #
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Reason For Return	<input type="text"/>				
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Reason For Return	<input type="text"/>				
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Reason For Return	<input type="text"/>				
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Reason For Return	<input type="text"/>				

Note: Indicate the specific and detailed reason for return, describe the problem to be corrected (if for repair). If unit has been previously returned indicate RMA number and date of last return.

By signing this form I agree to the "General Terms and Conditions of Sale" and "Returned Merchandise Policy" of Preferred Utilities Manufacturing Corporation.

Print Name:	<input type="text"/>	Title:	<input type="text"/>
Signature:	<input type="text"/>	Date:	<input type="text"/>

RMA Material Return Types

WARRANTY (W)

Preferred Utilities Manufacturing Corporation of Danbury CT hereinafter referred to as Preferred guarantees products of its manufacture to be free from defects due to workmanship or material for eighteen months from the date of shipment from its factory or one year from effective date of original installation, whichever is sooner.

Preferred's obligation under this guarantee is limited strictly to repairing or replacing such products or part(s) without charge, upon return, transportation prepaid, to its factory within the above stated guarantee period, and which, upon inspection, is determined by Preferred to be defective in workmanship or material and does not cover products damaged by accident, improper installation, misuse, lightening, fire, water, or other act of nature, or altered or repaired by anyone not authorized by Preferred. Preferred shall not be obligated to provide any warranty service or obligations unless purchaser has paid its purchases in full and has a good credit history with Preferred.

Warranties on non-proprietary products sold or furnished by Preferred are those of their original manufacturer not Preferred. Preferred assumes no responsibility for expenses or damages incidental to the field installation, evaluation, calibration, repair removal or re-installation of products not of its manufacture.

Products that have had their serial numbers or part numbers removed, altered or are unreadable may not be acceptable for warranty repair or replacement.

The returned product must be complete and properly packaged to obtain warranty service.

ADVANCE REPLACEMENT (AR)

If you request an advance replacement, a hard copy Purchase Order will be required for a new unit prior to shipping the replacement unit. The defective unit must be returned within 15 days of the invoice date to receive credit for the replacement unit.

Returned units that are out of the warranty period or have failed due to physical abuse, electrical abuse, improper installation, or contain unauthorized modifications will be deemed non-repairable and a credit for the replacement unit will not be issued. If the unit is repairable, you will be given the option of having the unit repaired at Preferred's normal billable rate, have the unit returned at your cost, or providing written authorization to scrape the unit. If the unit remains at Preferred for more than 60 days without instructions as to disposition by you the unit will be considered "Abandoned" and scrapped at Preferred's discretion.

If the unit is returned incomplete a credit less the value of the missing components will be issued against the advance replacement invoice.

If the returned unit is found to have no defects, a \$125.00 charge to cover shipping and administrative cost will be deducted from the credit for the return. Normal routine user adjustments, maintenance, cleaning and programming are NOT covered under warranty.

If the unit returned is different than the advance replacement, Preferred reserves the right to reject and return the unit at the customers expense and a credit will not be issued against the invoice for the advance replacement.

REPAIR ESTIMATE (RE)

If requested, a repair estimate will be provided. A hard copy purchase order must accompany the returned RMA form requesting the estimate. If the repair is declined an evaluation fee of \$125.00 will be invoiced against the purchase order.

REPAIR (R)

Units returned for repair will require a hard copy purchase order with the returned RMA form authorizing the repair

RETURN FOR CREDIT (RC)

Only unused material in its original packaging including all manuals and accessories as currently manufactured, in active demand, which has been invoiced to the buyer within 60 days, will be considered for credit/refund upon its return. All returned material will be subject to inspection at our factory and Preferred's decision as to credit/refund will be final. Material accepted for credit/refund is subject to the following restocking fees to cover inspection, testing, handling and accounting expenses:

1. All standard inventoried items = less 30%
2. All non-standard inventoried items = less 50% **
3. Equipment purchased specifically for a customer, or built to order, is not subject to return for credit/refund under any circumstances.

**Please note that many Catalog items are not standard inventory, and are therefore subject to a 50% restocking fee.

All prices are subject to change without notice.