

## Industrial Tools & Attachments

### Return Material Authorization (RMA) Policy

#### Returns Goods Authorization:

- All returns require a Return Material Authorization (RMA) number from Industrial Tools & Attachments prior to return.
- Before returning any item to Industrial Tools & Attachments, call the Technical Service Department at (833) 723-1843 or email us at [Technicalservice@sbdinc.com](mailto:Technicalservice@sbdinc.com) to obtain an RMA number and instructions.
- Any shipment without authorization will be returned to the shipper at their expense.
- The RMA authorization number must be written on the carton, part or attachment and the RMA form included inside the package prior to return.
- RMA's have a time limit of 30 days from the date of invoice. Failure to request authorization within 30 days may void the RMA and the goods will be returned to the shipper upon receipt, at their expense.
- All items must be in new and sellable condition originally purchased from Industrial Tools & Attachments.
- A copy of the RMA (with instructions) will be emailed to the individual requesting the return.

**Note:** To be eligible for reimbursement of shipping charges, arrangements must be made with the Technical Service Representative at the time the RMA is issued. All returned shipments are to be sent prepaid. Any shipments sent collect will be refused and returned to the shipper at their expense or scrapped on site.

#### Information required when requesting a Return Material Authorization (RMA):

1. Part numbers to return.
2. Quantities of each part number to return.
3. Industrial Tools & Attachments invoice number with the original purchased price for each item.
4. Contact name, phone number and email address.
5. Industrial Tools & Attachments attachment serial number, if applicable.
6. Industrial Tools & Attachments warranty claim number if RMA is associated with a warranty claim.

#### Return Authorization Guidelines:

All returns will be assessed a **25% restocking fee**, with the exception of the following:

- Duplicate order if Industrial Tools & Attachments is at fault.
- Incorrect information in parts manual or bill of material without notification of change.
- Defective material in items prior to sale.
- Incorrect part or item shipped in error.

**Non-Returnable Items:**

1. Parts from installation kits will not be accepted as separate pieces.
2. Parts from complete tools that have been modified.
3. Seals, O-rings, Diaphragms or rubber components.
4. Non-serviceable items.
5. Parts return rusted, damaged or in poor presentable, non-sellable condition.
6. Used or modified items.
7. Obsolete parts and/or parts not on the current published parts list.
8. Special order or vendor parts not handled in Industrial Tools & Attachments inventory.
9. Consumable items (Grease, Pain, Lubricants, etc.).
10. Goods damaged in shipment through the responsible carrier.
  - a. Industrial Tools & Attachments will not negotiate freight/insurance claims with shipping companies on behalf of the end user or the dealer/distributor.

**Return of Non-Serviceable Items:**

Industrial Tools & Attachments will not accept return items, which are special order or non-standard items. All items returned must be in new condition in the original container or package if possible. Individuals who return non-serviceable items will be contacted and the item(s) will be returned at their expense. If the individual elects not to have the part returned or does not respond to Industrial Tools & Attachments notification within five business days, the items(s) will be scrapped.

**Return of Hazardous Materials:**

Consumable items such as paint, grease and oils are non-returnable. All power units and tools that are powered by gasoline, diesel and batteries must be drained and batteries to be removed and not sent with the unit when shipped.

**Issue of Credit:**

Upon completion of processing return goods, credit will be issued to the Dealers account. All credits and credit memos expire within 180 days of issuance, after such 180-day period, all credits and credit memos will be forfeited. No cash payments will be made to the account holder.