

# ROBERTS GORDON®

1250 William Street, P.O. Box 44  
Buffalo, NY 14240-0044, USA

Telephone: 716.852.4400 • Fax: 716.852.0854

Toll Free: 1.800.828.7450

[www.robertsgordon.com](http://www.robertsgordon.com)

## Returned Material Authorization (RMA) Procedure

### RETURNED MATERIAL AUTHORIZATION (RMA) PROCEDURES

Equipment cannot be returned to Roberts-Gordon without a Returned Material Authorization (RMA) submitted in accordance with the procedures below and approved by Roberts-Gordon.

1. Representative must request permission and receive approval from Roberts-Gordon via a Support Request in ACE Interface (Refer to Instructions for Creating a Support Request in ACE Interface), **prior to returning material**. Representative must provide all required information on the RMA request form and attach to a Support Request. RMA # and authorization to return will not be given unless all information is provided.
2. **Inside Sales will review and respond to the Support Request within 48 hours.** Representative will receive an email from ACE Interface when the Support Request has been updated and/or authorized. The Support Request will be updated to include the RMA #.
3. Once authorization is given, representative must complete all information on the RMA Request Form and include this form in the package(s) with returned equipment. Authorization will be withdrawn and goods will be returned at the representative's expense if RMA Request Forms are incomplete or not included.
4. **Parts must be returned thirty (30) days from date of RMA issue.** Authorization will be withdrawn for any material not returned within that time.
5. All returned material must have the applicable RMA number printed boldly on the outside of the carton and on the shipping label itself. The RMA Request Form must accompany all equipment being returned specifically itemizing what is contained in the box, including part numbers and quantities.
6. Ship returns prepaid to Roberts-Gordon in original or equivalent packaging. Representative assumes responsibility for shipping and adequate packaging. Roberts-Gordon will not pay shipping charges on returned material. Representative must prepay freight and is responsible for all applicable customs, duty and brokerage charges.
7. **GOODS COVERED UNDER WARRANTY**  
Roberts-Gordon will, at its discretion, repair and return or replace defective equipment covered under the terms of the warranty. **Unauthorized representative debit memos and/or credits will not be accepted.** Representative will be notified of this policy and a replacement will be shipped if the part is dispositioned as a warranty item.
8. **GOODS OUTSIDE OF THE TERMS OF WARRANTY**  
Any equipment outside the terms of warranty will be assessed by Roberts-Gordon. Representative will receive notification of necessary repairs or corrective action. **Representative must, within thirty (30) days from the date of receipt of said notification, provide written instructions to Roberts-Gordon regarding repair or action they wish Roberts-Gordon to undertake.** After expiration of the thirty (30) day period, Roberts-Gordon reserves the right to unilaterally determine whether to discard said equipment or proceed with repairs or other corrective action, ship equipment and bill representative accordingly.
9. **There will be a 25% restocking charge on all misordered items approved for return for credit.**

10. Roberts-Gordon reserves the right to refuse to issue RMA's for any goods which warranty does not apply including all misordered or excess goods.
11. Do not submit RMA requests through the sales email. This will result in your receiving and being billed for goods you do not want, inconveniencing you and your customer. In the rare case of a replacement order being necessary, this will be handled internally through RMA procedures.

If any of the above procedures are not followed, Roberts-Gordon reserves the right to cancel the RMA, and return material to sender, freight collect, or discard returned material.

If any goods are shipped to Roberts-Gordon without an RMA, including any goods not produced by Roberts-Gordon, Roberts-Gordon will have no responsibility for those goods. **If Roberts-Gordon does not receive shipping instructions and payment of all anticipated expenses within ten (10) days of notice to sender, Roberts-Gordon may at its option return goods to sender, freight collect, or discard goods in question without any liability of Roberts-Gordon to sender.**

**Roberts-Gordon will strive to achieve a maximum turnaround time of four (4) calendar weeks from the time of material receipt, providing representative has complied with RMA procedure and all forms have been submitted on a timely basis.**

Roberts-Gordon will endeavor to expedite the RMA process in warranty situations where customers are without heat. **In these instances, turnaround will be accomplished in not more than one week of receipt of goods, providing representative has complied with RMA procedures.** One week is defined as the time period between receipt of goods to delivery of repaired goods to shipping.

In emergency situations where representative deems it necessary to provide immediate equipment substitution, it is expected representative provide such equipment on a temporary basis in order to meet customer needs in the best interests of the customer, representative and Roberts-Gordon. The representative will be invoiced under the RMA number, until such time as defective equipment is returned to Roberts Gordon. If equipment is deemed defective, credit for the RMA invoice will be issued to representative. If it is determined equipment is not defective, credit for the RMA invoice will not be issued.

All time frames in evaluation and turnaround of equipment are estimates and not guaranties by Roberts-Gordon.