

## **PRODUCT RETURNS**

- PMT's goal is to ensure you are completely satisfied with your purchase. PMT stands behind its products and a support team is available to assist with diagnosing the problem or issuing a Return Merchandise Authorization (RMA) if needed.
- All returns must have a PMT issued RMA. Products purchased through a distributor/reseller must have a PMT RMA obtained by the distributor/reseller from PMT.

### *Return to Stock*

- Product being returned for credit due must be returned within thirty (30) days of the original factory shipment. An RMA number must be obtained for product being returned. Shipping costs are the responsibility of the customer. A 15% restocking fee will be assessed to all products returned to stock for any reason other than PMT error.
- Acceptance of products returned to stock is at the sole discretion of PMT. In addition, only unused items in like new condition may be returned to stock. Customer must confirm that the item is returned in original packaging in order to ensure proper credit. Custom products and items that cannot be re-sold cannot be returned.
- Should a return be rejected by PMT, the customer will be informed and will have ninety (90) days to determine a course of action. If no reply is received within ninety (90) days, the returned product will be considered abandoned by the Customer and will be disposed of.

### *Return for Repair*

- PMT's customer and technical support team will assist in identifying and diagnosing product issues and, if necessary, will provide an RMA number for repair returns. The customer is responsible for the safe transport of the product needing repair to the PMT Service Center, and bears all costs and risks associated with transportation.
- Warranty repairs will be covered according to PMT's Standard Limited Warranty set out below. For non-warranty repairs, a diagnostics fee will be applied to the cost of the repair. If the customer decides not to repair the unit, the diagnostics fee will be billed to the customer.
- For repairs NOT covered under warranty, a quote for the non-warranty repair will be sent to the contact on the RMA. If no reply is received within ninety (90) days, the returned product will be considered abandoned by the Customer and will be disposed of.