

## **Coastal Metal Fabrication RMA (Return Material Authorization) Policy**

All returns require an RMA number **(NO EXEPTIONS)**. Please contact Coastal Metal Fab at 207-729-5101. Returns will only be authorized in accordance with the following policy:

**All item (s) must be received within 30 days of the RMA issue date to be processed.**

If it is deemed that the part should be returned, a Coastal Metal Fab representative will give you an RMA number. Return the item (s) and clearly mark the outside of the package with the RMA number given to you. Products will not be accepted by Coastal Metal Fab for return (s) if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

### **Stock Returns**

Stock returns must be made within thirty (30) days of the invoice date. Authorization of stock returns is at the sole discretion of Coastal Metal Fab. If a stock part is authorized for return and is a customer error, 25% of the purchase price will be applied as a standard restocking fee. Parts must be new, unused and contain all the original packaging, instruction manuals and accessories. There are no returns on custom orders.

### **Warranty Returns**

Products to be returned for warranty coverage must be within the applicable warranty period. Any returned item (s) will only be credited after the evaluation of the item (s) and a review of the company and manufacturer's warranty policy. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with Coastal Metal Fab's standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

### **Non-Warranty Returns**

If the customer decides to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Coastal Metal Fab will advise the customer of the estimated cost of the repair. A return authorization number would then be issued for the return of the product, authorizing Coastal Metal Fab to do the repair and agree to pay for the cost of repair, whether or not it exceeds the original estimate.

### **Transportation Charges**

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned product (s), and the customer must ensure that the product (s) is (are) appropriately packaged. Products shipped to Coastal freight collect will be refused. Shipping damages resulting from improper packaging will be the customer's responsibility. After repair, Coastal will return the product ground freight prepaid for in-warranty items. For any other shipment method, customer must pay the difference in freight. Non-Warranty items will be invoiced for any parts, labor, and shipping charges. Products will not be accepted by Coastal for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package

**By choosing to request an RMA number from Coastal, it is implied that the customer has agreed to the terms of the Coastal RMA Policy.**

## **Electrical and Custom Order Returns**

**All sales on electrical parts or components and / or special orders are final and cannot be returned or exchanged.**