



## AMERICAN FITTINGS RETURN GOODS POLICY

Return Materials Authorization  
Effective **February 2019.2**

The following policy and guidelines are provided to accommodate returns from Distributors<sup>(1)</sup>. This policy is submitted on all requests for returns. This policy replaces and supersedes all prior published or provided policies or guidelines for return of material. Unless an AMFICO quotation states otherwise, this policy is applicable to all orders\* placed with AMERICAN FITTINGS (AMFICO).

AMFICO reserves the right to decline any requested return that it deems unacceptable.

All returns must conform to these guidelines with agreement that a "two-for-one" new order is issued by the Distributor. (Example: \$755.50 return request requires a \$1511.00 offsetting new order). \*

1. No Product may be returned without an issued by the FACTORY AMFICO RGA (RMA) number. This number must appear on the outer packaging and packing list. Any returned material without this number will be refused. AMFICO's Manufacturers Reps cannot provide a number without Factory Authorization.
2. All material (Products) to be returned must be an AMFICO current catalog and part number. Obsolete or discontinued Products are not eligible for return. Products sold to an affiliate or a different location other than the Point of Purchase / Sale are not eligible for return by the new affiliate, new location, or new entity.
3. All returns are FOB Factory, the Distributor is responsible for return (inbound) freight for the returned parts. The new (replacement) order will ship (outbound) full freight allowed (meets minimum freight of \$1,750.00). All returned Products are to be shipped freight prepaid. No other return shipments will be accepted.
4. Any Products that were not invoiced within the past 12 months are NOT eligible for return. Any Product which has been in distributor's stock (inventory), more than 12 months from the date of the original invoice is not acceptable for return. When requesting return Original Distributor's PO # must be provided.
5. All returned Products must be in resalable condition and in original packaging\* All returned products are subject to AMFICO QC inspection. Any returned Product found deficient will not receive a credit and the Distributor will be notified of such deficiency. Opened less than standard carton quantities are not permitted for return or credit.
6. RMA's are valid for 45 days from the issuance date. Any RMA not acted upon by the Distributor within these 45 days is void.
7. No single Product (catalog number) may be returned more than once in a calendar year.
8. Special Products, rush shipments to meet customers' requirements, or made to order Products including special plating are non-returnable.
9. Request for returns may not exceed 20% of the Distributor's (branch location) prior 12 months Total Purchases from AMFICO.
10. \* The offsetting "two-for-one" ORDER must be received and ACCEPTED by AMFICO PRIOR to the physical return of material under the provided RMA number.
11. Any credits issued by AMFICO expire 270 days from the original date of issue.
12. <sup>(1)</sup> Exception to this Policy are AMFICO signed SIGNATURE ADP Distributors that are Contractual Participants in our Authorized Stocking Distributor Program.
13. Exceptions to this Policy are any Products AMFICO determines to be non-conformance material.