

Terms and Conditions for Return Material Authorization (RMA)

For the purposes of providing the utmost quality of customer service, customer satisfaction and delivery of accurate products, Proportion-Air, Inc. and its interested parties are expected to abide by the following procedures in accordance with Proportion-Air, Inc.'s Quality Policy and Quality Objectives along with ISO9001:2015 standards.

1. All product returned to Proportion-Air, Inc. for any reason must be recorded through the RMA department for traceability purposes. RMA's are only eligible to the original purchaser of the product. Serial numbers of all units must be provided before an RMA number is issued. The issued RMA number must be visible on all packing materials and the outside of box(es). Proportion-Air, Inc. cannot be held responsible for any product returned without an RMA number. Any such product may be refused and returned at the customer's expense.
2. Any product for which a warranty return is requested must be returned within 18 months of the date of manufacture to be considered for warranty service. If the date of manufacture is unknown, please contact Proportion-Air, Inc. with a serial number for verification.
3. Prior to issuing an RMA for warranty or repair consideration, every effort should be made to troubleshoot the unit in question with the Applications Team before considering eligibility for a return.
4. Customers without payment terms must provide a valid credit card number at the time an RMA number is issued. Proportion-Air, Inc. will charge the credit card for the bench fee or evaluation only if the unit is found to not be covered under warranty. Charges for repairs or rebuilds will not be made without written consent of the customer.
5. After an RMA number is issued, all units must be received within 30 days of the date of issuance or the original RMA number will be cancelled. The requestor will be notified within three business days of the cancellation. A new RMA number will need to be issued if original purchaser wishes to proceed with repair consideration.
6. Any units approved for an RMA will be shipped on the original purchaser's account to the Proportion-Air, Inc. facility. The original purchaser is responsible for all initial shipping charges and arrangements. Should an RMA be considered under warranty, Proportion-Air, Inc. will return the unit(s) via the shipping method by which it was received. Unless otherwise noted, warranty repairs will be shipped to original purchaser upon completion of warranty repair.
7. If a non-warranty unit(s) is evaluated and a repair cannot be completed, the original purchaser will be notified. The unrepaired unit will either be scrapped at the Proportion-Air, Inc. facility or sent back to original purchaser. A bench fee will be charged for time needed to evaluate. Any return shipping is the responsibility of the original purchaser.
8. Proportion-Air, Inc. has the right to deny a return for repair for any reason. For the safety of Proportion-Air, Inc.'s employees, MSDS or Decontamination Certificates must be provided upon request before unit(s) will be considered for return.



Warranty and Service Information

The Proportion-Air, Inc. warranty covers defects in material or workmanship for 18 months from the date of manufacture, not the date of use or sale to end user. Products are serviceable through the original purchaser of the product only. Warranty consideration is extended six (6) months from the date of repair completion on items repaired exclusively.

The extent of Proportion-Air, Inc.'s liability under this warranty is limited to repair or replacement of the defective unit at Proportion-Air, Inc.'s discretion. Proportion-Air, Inc. will not be liable for a warranty repair if the warranty is voided by the customer due to, but not limited to, customer damage, improper installation, tampering, contamination, or poor filtration. Disclosure of troubleshooting with Proportion-Air, Inc.'s Applications Team or field attempts must be provided if visual tampering is present. Out-of-the-box failure(s), incorrect shipment(s) or discrepancies in product ordered must be disclosed within 90 days of receipt of delivery, regardless of warranty or not.

Proportion-Air, Inc. reserves the right to amend this policy without notice. This warranty covers product repair only. Proportion-Air, Inc. will not be held liable for consequential damages, warranty of merchantability, description, or fitness for a particular purpose. Proportion-Air, Inc. reserves the right to deny any claim liability or warranty for anything other than the physical repair service of a unit that meets the parameters of a verifiable factory defect.

RMA Charges and Fees

- Base Bench Fee: \$95
- A unit that is less than 18 months old and found to have a warranty defect: **No Charge**
- A non-warranty repair unit 0-3 years old: **30% NET Adder of List Price**
- A non-warranty rebuild unit 0-3 years old: **45% NET Adder of List Price**
- A non-warranty rebuild or repair unit 3+ years old: **45% NET Adder of List Price**
- Any unit greater than 7 years old is deemed unrepairable and must be replaced.

Any recalibration request will be subject to approval by the RMA Coordinator. The customer will be charged the base bench fee, any applicable charges for replacement parts, and any additional labor/evaluation not covered by the bench fee. Age of the unit and extent of required labor will be considered before approval of a recalibration.

Burling Valve Product Charges and Fees

The pricing on Burling Valve RMA's differs from Proportion Air products below:

- Evaluation of Non-Warranty Product: \$150 NET
- Repair of Non-Warranty Product: Quoted at time of complete evaluation.

All Burling Valve products returned for repair consideration will be evaluated and quoted for complete repair or rebuild. Quotes for repair will be provided before repair is to be completed. Evaluation charge will be credited to the quote for repairs. If product is beyond repair, recommendation for a new unit will be provided. Burling Valve is a brand of Proportion-Air, Inc. and is subject to all RMA policies here within.

Proportion-Air, Inc.
8250 N 600 W
P.O. Box 218
McCordsville, IN 46055



proportionair.com
factory | 317.335.2602
fax | 317.335.3853
info@proportionair.com

RMA Expedites

Expedites on RMA's are not guaranteed, and must be approved by the RMA Coordinator and appropriate management. If an expedite is approved, the below charges are applicable at time of purchase order submission.

- 5 Day Expedite: **15% NET Adder of List Price**
- 3 Day Expedite: **20% NET Adder of List Price**

Responsibility to the Original Purchaser

For any and all external fittings, devices, cables, etc. that accompany an RMA unit, Proportion-Air, Inc. will make every effort to ensure these are accounted for and remain intact. However, should any customer fitting or attachment interfere with the repairs of the unit, it will be removed as necessary. Proportion-Air, Inc. cannot be held responsible for any damage to external fittings or devices.

Should any repair charges exceed the amount presented to the original purchaser, the RMA Coordinator will communicate those changes to the original purchaser. A new or updated purchase order will be required to reflect changes before repairs are commenced. If original purchaser denies updated charges, a bench fee may still be applicable for the evaluation of the unit, whether it is repaired or not.

Restocking

Products returned for consideration of credit must be returned to Proportion-Air, Inc. in "like new" condition and will be inspected upon arrival. If a unit qualifies for credit consideration, a 40% restocking fee will be deducted from credit amount for Proportion-Air and Burling Valve products. Protect-Air USA products are subject to a 25% restocking fee. Restocking fee is to be based off list price of the unit. Please refer to Restocking and Cancellation Policies and Procedures for further guidance.

