



## **Returned Goods Policy**

A returned material authorization (RMA) number must be obtained from our Plainwell office for any returns. The RMA number may be obtained from Quality Assurance or Sales Engineering personnel. You must print the RMA number on the outside of the package where it is plainly visible to our receiving department personnel. Samples may be required for evaluation before issuing a RMA number.

No parts or assemblies may be returned to HyTech Spring and Machine without the RMA number. Any packages delivered without the RMA number will be refused and returned to the customer freight collect.

All parts must be received by HyTech Spring and Machine within 30 days of receipt of the RMA number to ensure proper customer credit.

A restocking charge of 15% will be imposed on returned parts which were not needed or which were ordered incorrectly by the customer.

**\*\*ALL PARTS ARE SUBJECT TO INSPECTION BEFORE CREDIT WILL BE ISSUED\*\***

All parts returned to HyTech Spring and Machine must have a RMA number and must be returned to HyTech Spring and Machine; Plainwell, MI with the shipping charges prepaid by the customer. We will not accept any collect shipments.

### **Parts Warranty:**

The standard parts warranty is 90 days for parts purchased from HyTech Spring and Machine and installed or shipped by us. The parts warranty starts from the date of shipment.