



## RETURNED MATERIALS PROCEDURE

Return of SSD Drives manufactured goods to Charlotte, North Carolina, for any of the following reasons, is defined as "Returned Material", requiring a **Return Material Authorization (RMA) Number**:

1. In-Warranty repair.
2. Out-of-Warranty repair.
3. Return of incorrect equipment or parts.
4. Equipment or parts returned for re-stocking credit.
5. Equipment or parts returned for factory inspection.

**An RMA number must be obtained from the factory before any goods are returned. Call Customer Service at (704) 588-3246 for issuance of this number.**

**When requesting an RMA Number, please have the following information available:**

1. Description of the item or items being returned.
2. Reason for return of each item.
3. Model Number or Part Number of items being returned.
4. Serial number of any product returned.
5. Complete customer information (Your shipping and billing addresses, telephone number, e-mail address, etc).
6. Purchase order for all equipment returned for repair or inspection, not to exceed 50% of the price of a new unit. **Repair charge will be based on parts and labor required.**

**Please Note: When returning material, there are absolutely no provisions for "loaner", "exchange", or other substitute hardware to be sent out, without express issuance of a separate Purchase Order.**

*The following **Returned Material Policy** defines the terms and conditions which will apply to all returned material. Please refer to the Parker SSD **Warranty Policy** for terms and conditions pertaining to warranty situations.*



## RETURNED MATERIALS POLICY

- 1) There will be a **30-day evaluation period** that begins from date of the PARKER SSD DRIVES invoice.
  - a) This will provide the customer/user with ample time to evaluate the product and determine whether the form, fit and performance properly match their application.
  - b) If the Customer/User determines that the product does not fit their application then they will be provided with the opportunity to return the product for credit. Alternatively, another product can be selected where the restocking charge or value will be determined by the replacement product value and the original product returned condition. An authorized factory technician and the dept. supervisor will determine the condition grade NU, E, S or P, see below.
    - i) **Product Condition:**
      - (1) **Not Used: 5% Restocking Charge – (min. of \$150.00) unless an exchange of equal or greater value will take place**
      - (2) **Excellent (Saleable): 10% Restocking Charge**
      - (3) **Satisfactory (Refurbish, Pre-Owned Stock): 25% Restocking Charge**
      - (4) **Poor (Not Saleable): 100% Restocking Charge**
  - c) No material may be returned without first obtaining an RMA (Return Material Authorization) as outlined below.

Note: Credit does not include original shipping charges. PARKER SSD DRIVES Manufactured Products Only.

- 2) If the product is returned for restock after the 30-day evaluation period and before the end of the 12th month of PARKER SSD DRIVES invoice (**after 30 Days less than 12 full months**) then the following restocking charges are in effect:
  - a) If the Customer/User determines that the product does not fit their application then they will be provided the opportunity to return the product for restocking. Alternatively, another product can be selected where the restocking charge or value will be determined by the replacement product value and the original product returned condition. An authorized factory technician and the dept. supervisor will determine the condition grade: E, S or P, see below.
    - i) **Product Condition:**
      - (1) **Excellent (Saleable): 25% Restocking Charge**
      - (2) **Satisfactory (Refurbish, Pre-Owned Stock): 50% Restocking Charge**
      - (3) **Poor (Not Saleable): 100% Restocking Charge or Returned To Customer/User at the Customer/User's expense if the PARKER SSD DRIVES original invoice is paid in full.**
  - b) No material may be returned without first obtaining an RMA (Return Material Authorization) as outlined below.

**Note: Credit does not include original shipping charges, and applies to PARKER SSD DRIVES Manufactured Products Only.**

- 3) Products returned beyond 1 year of PARKER SSD DRIVES invoice will carry a 100% restocking charge or be returned to the Customer/User at the Customer/User's expense if the PARKER SSD DRIVES original invoice is paid in full (check with PARKER SSD DRIVES A/R dept.).
- 4) Explanations of Equipment Grade Detail (must be evaluated by Parker SSD personnel)
  - a) **Not Used** Condition
    - i) Not mounted or wired. In original packing, exactly as it shipped from the factory.
  - b) **Excellent** Condition
    - i) The product is 100% saleable and is in "like new" condition.
  - c) **Satisfactory** Condition
    - i) The product has physical signs of use and/or damage, for example:
      - (1) Mounting feet are bent and/or scratched but are intact.

- (2) Product enclosure (excluding conduit gland plate) has been physically altered (scratched, punched, dented, painted, pitted etc...) but can be refurbished w/o replacing parts and less than 1-hour of labor is required.
  - (3) The product application environment has not permanently altered any part of the product (dirt, dust, oil, water, powder, corrosive/acidic elements or other contaminants).
  - (4) No signs of tampering with any/all working mechanical and/or electrical components, which may cause or may have caused premature failure.
  - (5) All customer/user terminal connections and/or component mounting hardware are present and are in original working order (no stripped screws, missing hardware etc...)
  - (6) No signs of electrical environmental damage caused by:
    - (a) Mis-wiring
    - (b) Connecting to an improper voltage supply
    - (c) Grounding or shorting of output terminals
    - (d) Improper use of test equipment and/or ground leakage detection devices (i.e. Hi-Pot, Megger).
    - (e) Acts of God
      - (i) Lightning
      - (ii) Floods
  - ii) The product performs to the original specification as detailed in the product technical and installation manual and/or product catalog.
- d) **Poor** Condition
- i) The product was not installed to the guidelines as detailed in the product technical and installation manual.
  - ii) The product has physical signs of use and/or damage, for example:
    - (1) Mounting feet are bent and are not useable.
    - (2) Product enclosure (including/excluding conduit gland plate) has been physically altered (scratched, punched, dented, painted, pitted etc...) and cannot be refurbished.
    - (3) The product application environment has permanently altered the product typically caused by excessive exposure to oil, water, powder, corrosive/acidic elements or other contaminants.
    - (4) Apparent signs of tampering with working mechanical and/or electrical components, which may cause or may have caused premature failure.
    - (5) Part or All customer/user terminal connections and/or component mounting hardware are not present and/or are not in original working order (stripped screws, missing hardware etc...)
    - (6) Apparent signs of electrical environmental damage caused by:
      - (a) Mis-wiring
      - (b) Connecting to an improper voltage supply
      - (c) Grounding or shorting of output terminals
      - (d) Improper use of test equipment and/or ground leakage detection devices (i.e. Hi-Pot, Megger).
      - (e) Heavy load or power supply switching transients (Blown MOV's)
      - (f) Acts of God
        - (i) Lightning
        - (ii) Floods
  - iii) The product does not perform to the original specification as detailed in the product technical and installation manual and/or product catalog.
- 5) Once a product has been evaluated and the customer notified, the customer has a 30 day period to decide if they wish the product returned or to accept the credit amount provided. If, after the 30-day period the customer has not notified PARKER SSD DRIVES in writing, the unit in question will be returned to the customer at the customer's expense.