



PRODUCT RETURN POLICY

All product returns are at the sole discretion of Waldom Electronics EMEA BV and all returns require a Return Material Authorization (RMA) number. Product returned without an RMA number may be refused at our receiving dock or destroyed.

Waldom Electronics does not process any credit requests, RMAs or short shipments for value below 10 euro and will not credit parts where the Manufacturer label has been covered with the Customer label.

PRODUCT SHIPPED IN ERROR.

Waldom must be notified within twelve (12) months of the date of the invoice and an RMA number will be issued. Waldom will provide shipping instructions for product return. Product must be returned in its original packaging and condition of delivery and may not be altered in any way. Full credit for the returned product will be issued upon inspection and verification of product count by Waldom's Receiving Department.

DEFECTIVE PRODUCT WITHIN WARRANTY PERIOD.

Waldom must be notified within twenty-four (24) months of the date of the invoice of any product that is believed not to meet manufacturer's specifications. Waldom may require samples for inspection prior to issuing an RMA. Defective product must be returned in its original packaging and condition of delivery and may not be altered in any way. Waldom will provide shipping instructions for product return. Full credit for the returned product will be issued upon quality inspection and verification of count by Waldom's Receiving Department.

DISCRETIONARY RETURNS.

Product normally stocked by Waldom is eligible for return to Waldom at the discretion of Waldom and as long as the request to return product is made within fifteen (15) days of invoice date. Items not normally stocked by Waldom are returnable at the sole discretion of Waldom and requests to return not normally stocked product is handled on a case-by-case basis. In either event, an RMA must be provided by Waldom prior to product return and a restocking fee will be assessed. The restocking fee is 20% of the returned value or €25 per line, whichever is higher. Returned freight charges are the responsibility of the customer. Product must be returned in its original packaging and condition of delivery and may not be altered in any way. Full credit for the returned product will be issued upon inspection and verification of product count by Waldom's Receiving Department.

PRODUCT DAMAGED DURING SHIPPING.

Any product that is damaged during shipment must be reported to the shipping carrier immediately upon receipt at our customer's Receiving Department. Waldom is not liable for damage incurred during shipment. Waldom does not insure product shipments made against its freight account in which the pre-paid charges are added to the customer invoice.