

Prolon Return Policy and Procedure

Return of material to Prolon must have prior approval or returned materials will not be accepted. Prolon reserves the right to return the Product(s) received without approval at your sole expense. Approved RMA must be received within 30 days of the RMA issue date.

RETURN FOR REPAIR OUT OF WARRANTY:

- (1) Contact Prolon** at 1-877-9PROLON (1-877-977-6566) or via e-mail at orders@proloncontrols.com. You must have in your possession the **Purchase order or invoice number, valid address for shipment to/from (required), Problem description** (as detailed as possible) and **Part number**
- (2) Return Product(s) For Repair:** A Prolon representative will assign you an RMA number (Returned Materials Authorization) and provide return paperwork which needs to be included in each box along with the Product(s). Keep the RMA numbers for future reference. You are responsible for and must prepay all freight charges, as well as assume all risk of loss or damage to the Product(s) while in transit to or from Prolon.
- (3) Cost Estimate:** Once the Product(s) is received, Prolon will provide a cost estimate for the repair.
- (4) Repairing the Product(s):** Once the repair is authorized by a purchase order, Prolon will repair and return the Product(s) at your expense.

RETURN FOR REPAIR UNDER WARRANTY:

(Prolon Product(s) are warranted to be free from manufacturing defects under normal use and conditions for three (3) years from date of invoice).

- (1) Contact Prolon** customer service at 1-877-9PROLON (1-877-977-6566) or via e-mail at orders@proloncontrols.com. You must have in your possession the **Purchase order or invoice number (required), valid address for shipment to/from (required), Problem description** (as detailed as possible) and **Part number**. A Prolon representative will initiate a service request.
- (2) Troubleshooting and Evaluation.** If possible, a Prolon representative will work with you to perform standard troubleshooting and evaluation before you are authorized to send the Product(s) for repair.
- (3) Return Product(s) For Repair:** If the problem cannot be corrected through standard troubleshooting, Prolon will assign you an RMA number (Returned Materials Authorization) and provide return paperwork which needs to be included in each box along with the Product(s).

- (4) **Advance Replacements:** Advanced replacement Product(s) for Product(s) covered under warranty may be obtained from Prolon, after the troubleshooting process has been completed. A purchase order will be required. The purchase order will be credited upon the receipt and verification by Prolon of the returned defective Product(s).
- (5) **Freight Charges:** Prolon covers freight charges of returning the Product(s) to Prolon. Using ground shipment for Product(s) under warranty other shipping methods are available at your sole expense. Prolon will not assume any risk of loss or damage to the Product(s) while in transit.

RETURN FOR CREDIT:

- (1) **Contact Prolon** customer service at 1-877-9PROLON (1-877-977-6566) or via e-mail at orders@proloncontrols.com. You must have in your possession the **Purchase order** or **invoice number** (required), and **Part number**. A Prolon representative will initiate a service request.
- (2) **Freight Charges:** Freight charges will be at your sole expense. Prolon will not assume any risk of loss or damage to the Product(s) while in transit.
- (3) **Credit Note:** Upon receipt, Prolon will evaluate the returned product(s). Credit may be issued upon return of **new, unused, undamaged Product(S) in the original packaging**; however, Prolon reserves the right to apply a **restocking fee of 15% of the returned Product(s) price or \$100.00, whichever is greater**. If original packaging is opened a re-test fee may apply.

RMA TERMS AND CONDITIONS

For a returned Product(s) that is a No Fault Found - a \$25 US fee (charges that apply for inspection and evaluation) will be assessed for all Product(s). Failure to provide a purchase order within 30 days that covers inspection, evaluation and repair charges required on your account, will result in restocking fees or disposal of the Product(s).

*Repair warranty is **90 days** or the remaining warranty of the original Product(s), whichever is longer.*

If your warranty is voided due to accident, tampering, dropping, lightning, water, condensation, abuse, misuse, flood, fire, earthquake, high voltage or other external causes not covered by warranty, all inspection, evaluation and repair activity is subject to hourly rates. Freight charges will be at your sole expense both ways.

All returned Product(s) should be packaged appropriately to prevent further damage. Seller reserves the right to refuse any returned material if improperly packaged. Product(s) returned not packaged appropriately will void Prolon's warranty.

*Requests for returns for credit must be submitted within **90 days after original receipt** of the Product(s) by Buyer.*

Requests for returns for credit received by Prolon beyond the 90 day period may not be accepted.