

## Methods Customer Return Material Authorization Policy (RMA) April 2023

The following information outlines terms and conditions for product return to Methods Machine Tools, Inc.

If there are any questions regarding your return, please contact the individual who issues the RMA.

### **Expected Return Condition**

1. All returned items shall be packaged in original packaging or equivalent.
2. All returned items must be packed with an adequate amount of packing material to prevent damage during shipment.
3. RMA paperwork needs to be returned with the item, either inside the package or on its exterior with the packing slip. The RMA number must be identifiable for Methods to process the RMA.
4. If an item is returned and the part is damaged, the RMA may be revoked.
5. Items returned without paperwork may be returned to sender

### **Return of New/Unused Parts in Original Packaging**

1. Methods Machine Tools, Inc. will not accept returns of items that do not have an RMA number. If an item is shipped to a Methods facility and it does not have an RMA number, it will be sent back to the customer at their expense.
2. An item must be physically returned to a Methods Machine Tools, Inc. facility within 30 days of the RMA issue date. If not, that RMA will be cancelled. Further requests for return will require a new RMA number to be generated.
3. Non-inventory items or parts that Methods Machine Tools, Inc. does not stock are not returnable.
4. Methods Machine Tools, Inc. does not accept returns on subcomponents of kits or assemblies. If a partial kit or assembly is received, it will be returned at the customer's expense and no credit will be issued.
5. Methods Machine Tools, Inc. does not accept returns on consumable components.
6. Items returned for credit are subject to a 15% re-stocking fee

### **Used/Installed Parts**

1. Methods Machine Tools, Inc does not accept returns on used parts or parts that have been installed unless they are found to be defective while still under manufacturer's warranty.
2. Parts installed while troubleshooting are considered used.

Should you need additional assistance, please contact your local Methods service team. Service phone numbers and/or web submission can found at <https://www.methodsmachine.com/machine-servicing/>

Thank you.

Methods Machine Tools

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#### **Showrooms and Technical Centers**

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877.668.4262 | [methodsmachine.com](http://methodsmachine.com)