



RMA REQUEST

Please complete and return this form with the customer's invoice to REFCO-US by email: CustomerService@refcoswiss.com

Once returned you should receive your RMA number within (1) business day.

If you do not receive your RMA please call customer service at 800-848-4232.

Each product considered for our 2-year warranty MUST include this completed form AND a copy of the customer's showing date and part number.

I. YOUR COMPANY INFO

Wholesaler Name	_____	Store #	_____
Street Address	_____		
City	_____	State	_____ Zip _____
Contact Name	_____		
Ph #	_____		
Email	_____		
Your company's reference or debit number	_____		

II. PRODUCT DESCRIPTION ****All fields must be filled in****

Part No.	_____	Serial No.	_____	Purchase Date	_____	Repair	Replace	Credit
Reported Problem	_____							
Part No.	_____	Serial No.	_____	Purchase Date	_____	Repair	Replace	Credit
Reported Problem	_____							
Part No.	_____	Serial No.	_____	Purchase Date	_____	Repair	Replace	Credit
Reported Problem	_____							

III. COMPLETED BY REFCO

RMA #	_____	DATE ISSUED:	_____	BY:	_____
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Ship product back to factory address for warranty inspection.

Item may be field scrapped and not required to ship back to factory.

Credit issued (see next page) _____ Warranty replacement sent _____

REFCO Manufacturing (US) Inc.

66 B Industry Avenue
Springfield, MA 01104

Phone 413 739 4761
24/7 800 848 4232

www.refcoswiss.com
CustomerService@refcoswiss.com

Terms and Conditions of Sale

ORDERING INFORMATION:

All orders are to be submitted directly to:

REFCO Manufacturing (US) Inc.

66-B Industry Avenue
Springfield, MA 01104

Fax or E-Mail:

Fax: 413-733-9267

E-Mail: sales@refcoswiss.com

PAYMENT TERMS:

Net 60

Accounts seriously overdue are subject to credit hold and/or payment terms changed to C.O.D. No additional credit will be extended to past due accounts unless satisfactory arrangements are made with the credit department.

PAYMENT METHOD:

Payment should be made via check, certified check, money order, letter of credit, MasterCard, American Express, Visa or wire transfer.

FREIGHT TERMS:

All orders are F.O.B. **REFCO Manufacturing (US) Inc.** shipping point in Springfield, MA.

Pre-paid freight will be allowed on orders equal to or greater than \$4,200 net shipping to one destination in the contiguous United States.

All shipments will be made via carrier of our choice. Additional charges will apply for expedited freight, special delivery or any unloading services.

A fee of \$20.00 will be added to all drop ship orders.

SHIPMENT ERRORS, DAMAGE OR INVOICE

DISCREPANCIES:

Notification of any shipping or invoice discrepancy, shortages or damaged shipment(s) must be made within 10 days of the invoice date. **If notification is not received within 10 days, we will consider the shipment accepted as invoiced.**

All reports of shipping discrepancies will be checked by **REFCO Manufacturing (US) Inc.**, and where applicable, a credit memo will be issued. No prior debits will be accepted.

Please direct all concerns regarding shipping discrepancies to:

Attn. Customer Service

REFCO Manufacturing (US) Inc.
66-B Industry Avenue
Springfield, MA 01104

Phone, Fax & E-Mail:

Phone: 800-848-4232

Fax: 413-733-9267

E-Mail: sales@refcoswiss.com

WARRANTY POLICY:

Products are warranted at the time of sale, to be free of defects due to manufacturing workmanship and materials and/or operation due to normal operating conditions. If products are found defective within 2 years of factory shipment, **the factory must be called before executing the warranty.** This warranty does not cover defects due to improper installation, failure to exercise normal maintenance, or against the consequences or uses for which our products are not designed.

REFCO's sole expressed obligation(s) is to repair, replace or issue credit at our option, any of the products determined by **REFCO** to have been defective during the expressed warranty period. Unless otherwise specified by **REFCO** or an authorized agent all products must be returned to **REFCO** to be considered for warranty purpose(s). Labor and installation charges of any kind are not covered under this warranty. Products repaired or replaced under this warranty are warranted only through the remainder of the original warranty.

An RMA # is required for any item considered for warranty (please see return goods authorization below)

THIS EXPRESS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER EXPRESS OR IMPLIED WARRANTIES, GUARANTEES, OR REPRESENTATIONS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, BY OPERATION OF LAW OR OTHERWISE. REFCO SHALL NOT BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.

RETURN GOODS AUTHORIZATION:

Items returned to **REFCO** for any reason require a return goods authorization number (RMA#). **REFCO** assumes no liability or responsibility for items returned without proper authorization.

To obtain an RMA #, fill out the RMA request form on the last page of the booklet and email it to:
CustomerService@refcoswiss.com

Prices subject to change without notice.