

## iAIRE Customer Service

After **iAIRE** receives the Return Material Authorization (“RMA”), requests documentation and researches the product warranty, an RMA number will be given to the customer. Please complete this document with a detailed description of the product failure or reason for returning the product to **iAIRE**. The more information received about the product failure the better **iAIRE** can provide you with an accurate failure analysis. **iAIRE** Customer Service appreciates your assistance in gathering this information for our Quality Assurance review so future improvements can be implemented. **PLEASE NOTE, REPAIR WORK CAN ONLY BE PREFORMED WHEN iAIRE RECIEVES A PO.** (See Page 2 for RMA terms)

Job Site Information	
Contacted By	
Phone	
Job Name	
iAIRE SO #	

RMA Issue Date	
iAIRE RMA #	
Return for Repair, Replace or Credit?	

Customer Information	
Customer PO#	
Date	
Company	
Contact	
Phone	
Fax	
Email	
Address	
Address 2	
City	
State	

Ship-To Information	
Company	
Contact	
Phone	
Fax	
Email	
Address	
Address 2	
City	
State	
Zip Code	

Product Part #	Serial #	Reason for Return



## iAIRE Terms

### RMA Terms & Conditions

In the event of a customer concern with a product, it is preferred that iAIRE Customer Service personnel try to offer a remedy to the situation over the phone. It is in the customer's best interest to identify any field related concerns with products being returned either for credit or repair. iAIRE requires customers to assist with this information at the time of the RMA request. iAIRE requests that each product be identified with a tag or written statement as to the nature of the return.

To assure proper attention and to avoid delays in handling returns, iAIRE requests all product be returned to the factory via the original purchase location (wholesaler, distributor, etc.). RMA's are only valid for 45 days from the date of issuance. If not returned during that time period, the RMA will be canceled and a new RMA request will have to be issued. **NOTE:** Custom modified product for specific applications are not usually resalable items, thus credit will not typically be issued for this reason.

### Returns of Warranted Product for Credit

Only **NEW** and **UNUSED** product, within 12 months from ship date, may be returned for credit. Any return of product past this time period will not receive a credit. All returns are subject to a retest and restock charge (minimum \$25.00): 25% of purchase price within 359 from ship date, and 100% of purchase price after 359 days from ship date. iAIRE inspects, retests, and repackages **ALL** product returned for credit. Returns resulting from errors by iAIRE will not be subject to this charge. After the return for credit is processed, the proper credit will be posted to your account for use against additional orders. No cash refunds will be issued.

### Returns of Warranted Product for Repair/Replacement

There will be no charge for test, repair and replacement on parts of warranted product. Product will be returned via Fed-Ex Economy, no charge, unless otherwise instructed. Requests for other methods of transport will be billed accordingly.

#### DEFECTIVE

Returns found defective will be repaired or replaced at iAIRE's discretion.

#### NON-DEFECTIVE

Returns found operable will be returned to the customer, packaged as if a new product. iAIRE may contact the customer if there are large quantities of returns falling into this category.

### Returns of Non-Warranted Product for Repair/Replacement

A **\$25.00 minimum** repair cost will be charged for test and repair of returned non-warranted products. Parts needed for repair will be billed at current market prices. iAIRE will charge UPS Ground or Fed-Ex Economy shipping on non-warranted product returns unless otherwise instructed. Repair estimates can be offered by iAIRE and will not exceed those indicated for units out of warranty.

### Voided Warranty Returns

Items returned for warranty replacements that are found to have undergone installation that voids iAIRE's warranty will be treated as a non-warranted product return. Please refer to iAIRE's warranty policy for details.

#### Return Address

Attention: RMA #####  
2100 Consulate Drive  
Suite 102  
Orlando, FL 32837

