



Returned Materials Policy

Terms and Conditions

- Return Material Authorization (RMA) is valid for 30 days from the date of issue.
- Return requests are subject to internal review before approval and may be denied based on other terms and conditions.
- Returned material must have an Enginuity-assigned RMA number included with its shipment.
- All products must be in original boxes and packaging and in re-sellable condition in order to receive credit. Returned materials that are received in damaged or otherwise non-sellable condition will be assessed additional charges accordingly. Such charges will be in addition to any applicable restocking charges (indicated below).
- Enginuity will issue credit to the customer after receipt and inspection of returned materials.
- Freight charges for all returned materials are the customer's responsibility, except for the return of defective items or incorrect shipments made by Enginuity.

Restocking Charges

- Incorrect shipments or defective item shipments made by Enginuity will not be assessed a restocking charge.
- RMA requests made up to 30 days from the date of invoice will be assessed a 15% restocking charge.
- RMA requests made after 30 days from the date of invoice will only be issued after a review of stock and demand and will be assessed a 20% restocking charge.
- RMA requests made after 60 days from the date of invoice will only be issued after a review of stock and demand and will be assessed a minimum of a 25% restocking charge.

Enginuity reserves the right to modify or cancel this policy at any time.