



## RETURN (RMA) PROCESS OUTLINE - EXTERNAL

### OEM Returns:

We understand from time to time you may purchase items that need to be exchanged or refunded and we take pride in [our reasonable and customer-centric return policy](#).

We will do our best to work with you on any issues you experience with our products, however, the following items/reasons **DO NOT** qualify for possible return/refund/exchanges.

- Any product that was previously installed.
- Any product that has been altered or disassembled
- The customer has signed for a package that was clearly damaged on arrival
- The package arrived later than expected.
- The buyer expected parts that were not expressly included in the item's listing/product drawing.
- Parts that were damaged via misuse, negligence, or neglect.
- Parts that were received before the 30 day window for return requests

### Qualifying Reasons for Return:

- GGS&S manufacturing, assembly, or workmanship damage or defects
- The product you received was not the product/part number ordered.
- The product was damaged in the shipping process
  - o Please note that if there is shipping damage you may be asked to provide information regarding damaged freight claims we may submit to carriers.

### Return Requirements:

*Qualifying returns must be requested **within (30) days** of the original delivery date*

If you feel that your item(s) qualify for a return, please fill out the Return Merchandise Authorization Form on our website. We strongly encourage you to provide photos reflecting any claimed damage to the product(s)/packaging at the time of your initial request. Additionally, we require a purchase order number, purchase date & packing slip number. We will do our best to resolve your issue promptly. You will be notified via email once a decision has been made on your claim.

In the event our Warranty Department has deemed your claim qualifies for return, you will be provided an RMA# (Returns Authorization Number) and any further return/shipment instructions. **PLEASE NOTE:**

- Returned products must be in original packaging with all packaging materials.
- Returned products must include copy of RMA documents provided by GGS&S
- You must acquire an RMA# from GG Schmitt & Sons PRIOR to returning any items.
- The issued RMA# will only be good for ten(10) business days. After the ten(10) day period, the RMA will be closed and any parts arriving thereafter will be returned to you.
- If an item is shipped back with an expired RMA# the package will be refused and the customer will be liable for any shipping costs incurred.
- If a product is sent back without an approved RMA# it will be rejected.



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Receiving an RMA# from GGS&S does not guarantee you will receive a refund or replacement parts. Product(s) returned to GG Schmitt & Sons will be evaluated and may or may not be eligible for a refund/replacement. Please see our FAQ's Page for additional information relating to returns.

### Chargeable Returns/Repairs

If your parts are returned and damage or defects are deemed to not be the fault of GGS&S or our related processes, we will provide the option for a chargeable repair of the damage or we will return the parts back to you.

If you simply require a repair or replacement of parts that were damaged at no fault of a GGS&S we will provide a RMA# for a prompt return followed by a quotation of any repairs once we've completed our evaluation.

Any quotation on repairs/replacements are valid for 30 days and will closed along with the associated RMA if customer PO for quoted repairs is not received.

### Return Policy Abuse

GG Schmitt & Sons reserves the right to refuse service to anyone suspected of abusing any GG Schmitt & Sons policy.

#### Retail Returns:

- Retail returns will be handled on a case by case basis
- Please request the return by emailing [adecker@ggschmitt.com](mailto:adecker@ggschmitt.com)
- You will be sent a return label to ship the item to GG Schmitt
- Item is inspected by quality control for damage/abuse
- Customer is issued a refund-less shipping cost and 10% re stocking fee if return is initiated by customer for any reason EXCEPT if they received the wrong item or a damaged item.

#### Additional Information

- For additional information or returns with extenuating circumstances, please send email to [rma@ggschmitt.com](mailto:rma@ggschmitt.com)
- GG Schmitt & Sons will ALWAYS try to repair/replace a returned item in lieu of refunding or crediting an account. Further discussions can be had on case by case basis.
- GG Schmitt & Sons reserves the right to reject any RMA requests/claims but will do everything in our power to provide an fair and honest resolution to any customer concerns.
- End of year return policy: No return requests will be accepted or viewed from December 15 through Jan 2 of EVERY year to allow for year end inventory. Any RMA request that was accepted prior to this pause period will be handled as normal.
- Timelines for RMA repairs/replacements cannot be guaranteed and will depend on the part number, type of repairs needed, quantity to of parts to be repaired/replaced, and production schedules.