



## Parts Return Policy

Effective 2/1/2014

For parts requiring return to Vilter, please be advised of the return policy detailed below. If you have questions regarding this policy, please contact one of our CSRs (Customer Service Representatives) at 1-800-862-2677 or [Parts.Vilter@Emerson.com](mailto:Parts.Vilter@Emerson.com) for assistance.

### Returns due to Customer Error or Unused Parts

1. All returned parts must be new, unused, and undamaged
2. All returned parts must be returned within 90 days of original invoice date. All returns after the 90 days will not be accepted.
3. Please contact a Vilter CSR to obtain a RMA (Return Material Authorization). Your original Vilter sales order number will be required for processing of the RMA.
4. A copy of the RMA must be placed in the box with the returned parts.
5. All returned parts will be subject to a restocking fee of 20%
6. Shipping and handling charges are the responsibility of the customer.
7. Upon receipt, all parts will be inspected prior to issuance of credit (Note: Kits must be complete for issuance of credit. The return of partial kits will not be accepted and credited.)

### Returns under Parts Warranty

1. In order to start the warranty process, submit a purchase order to procure the replacement part. At that time, state that the part is for warranty consideration.
  - a. Please have the original Vilter sales order for the equipment or part
  - b. Please have the Vilter part number and quantity
2. A Return Material Authorization (RMA) number will be issued for the return of the part for warranty consideration.
  - a. The RMA is valid for 60 days from its issuance. If the parts are not received within that time period, the RMA will be closed and the parts will not be considered for warranty.
  - b. Please provide as much information describing the mode of failure which will be included in the RMA. This will assist us with the proper warranty evaluation.
3. Return the part for warranty consideration
  - a. Shipping and handling charges are the responsibility of the customer.
  - b. A copy of the RMA must be placed in the box with the returned parts.
  - c. Any additional parts returned with the RMA not listed on the RMA will not be accepted for warranty consideration.
  - d. Part will be evaluated and warranty consideration will be communicated

