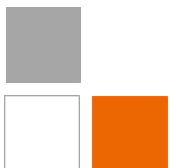




	<h1>Return Goods Policy & Return Procedure</h1>	
		Revised February 2020



Return Goods Policy

Requirements and Qualifications

- To obtain authorization to return tools, the Return Goods Authorization (RGA) web form must be submitted:
 - <https://www.emuge.com/documents-forms/rga-form>
 - the Excel form is no longer accepted
- All information required on the form must be filled out in order to receive an RGA
- The RGA is valid for 60 days. A new request must be submitted if goods have not been returned within 60 days.
- Items sent back to Emuge Corporation without appropriate authorization will be returned to the customer
- Any RGA request received after 90 days of the invoice date will be considered an annual stock return (Please see: Stock Returns section below)
- Items must be in new condition and in an undamaged, sealed original container
- Items must be accompanied by the RGA that was issued
- Freight must be prepaid
- Special orders, modified items, tapping fluid, used and obsolete items cannot be returned
- Certified gages may be returned. Certifications associated with gages are not refundable.

Stock Returns

- A maximum of two annual stock returns per year is allowed
- A restock fee of 15% will be charged, unless a purchase order of equal value to the credit being issued is placed
- A total for both stock returns combined may not exceed 10% of one's annual sales per calendar year
- All annual stock returns will need to be approved by the National Sales Manager
- Tools 2 years old and beyond are non-returnable

Customer Tool Return Procedure

RGA Form Submission

1. Customer fills out web form with required fields and submits:
 - <https://www.emuge.com/documents-forms/rga-form>
 - An email response is automatically generated acknowledging information receipt
 - RGA processing can take up to seven business days
 - Customer will receive an email confirmation with data as submitted on form.
 - If form has incorrect information, RGA approval will be delayed. Customer representative will be notified by email that a correction is required.
 - Offsetting purchase orders to reduce restock fee must be provided with return request (returns@emuge.com)

RGA Form Approval

- The RGA Approval is emailed to requestor, with RGA number

Tool Return to Emuge

- Tools must be returned in new condition in original packaging
- Tools must be securely packed in box
- Box should be addressed to:

Emuge Tool Return Dept

1800 Century Drive

West Boylston, MA 01583

- The package must contain a packing list. The **RGA form** or the **RGA number** must be included in the package. The RGA form may be used as the packing list.
- On the packing list, please provide the number of packages and tracking number(s) (mandatory for stock returns).
- Tools returned that have not been approved for return or not returned according to policy will not be credited.
- Credit will be issued upon receipt of approved tools