

MERCHANDISE RETURN FORM

DEAR CUSTOMER

Your satisfaction is our primary concern. We hope the information below will assist you with any questions you may have regarding your return.

RESTOCK

A minimum restocking charge of 20% may be applied. Orders shipped incorrectly are not subject to restock charges and correct items will be shipped prepaid by surface freight. All other returns are subject to the restock charge. Goods must be in the original packaging container and in sellable condition to be considered for restocking.

GUARANTEE

After the correct procedures have taken place, we will replace or credit you for the returned items plus applicable freight charges. Items being replaced will ship surface freight unless otherwise agreed upon. Other shipping arrangements are available at the customer's expense.

RETURNS

A Return Material Authorization (RMA) number must be obtained from AXEON® before any returns can be shipped or accepted. A Merchandise Return Form must be filled out completely and sent with the returned merchandise. RMA numbers expire after 30 days and a new number will need to be requested.

Buyer shall inspect all products immediately upon their delivery to the destination stated in the purchase order and shall within ten (10) business days provide written notice to AXEON of any claim that the products do not conform to the terms of the purchase order. Each product shall be deemed to have been accepted by buyer if it meets specifications as set forth in the applicable purchase order. Notwithstanding the foregoing, use of said product by buyer, its agents, employees or licensees for any purpose shall constitute acceptance of product by the buyer. Special or custom ordered items are non-returnable.

All returns for warranty consideration must be shipped prepaid. Freight collect returns will not be accepted. Returns determined to be in warranty will be replaced or repaired and will be returned to the purchaser prepaid by surface freight. No expedited freight methods will be used at AXEON's expense. All merchandise returned for credit, other than warranty claims, may be subject to a twenty percent (20%) restocking charge.

If the return of any products is made necessary through some fault of AXEON, full credit including transportation cost will be allowed.

Please fill out completely and include with the shipment being returned.

RMA #

CONTACT INFORMATION

First Name

Last Name

Title

Telephone

Fax

Cell Phone

SHIPPING ADDRESS

Address

City

State

Zip

Country

RETURN REASON

Please check the appropriate reason and explain.

Defective
Damaged in Shipment
Other

Shipping Error
Ordered Incorrectly

Item #

Qty.

Explain:

HANDLING

Please check the appropriate action.

Credit Account
Repair & Return

Replace
Other

Explain: