

Returned Goods Authorization (RGA) and Restocking Returned Product

Returned Goods Authorization (RGA)

POLICY

SMC Pneumatics recognizes the need to process claims and credits in an efficient manner for our customers. This claims policy ensures accurate resolution of claims and is the basis of data collection for continuous improvement of our quality and customer satisfaction.

The scope of this policy covers all claims in which SMC issued an invoice

PROCEDURE

CUSTOMER RESPONSIBILITIES:

1. It is the customer's responsibility to do the following:
 - 1.1. Notify SMC of all order discrepancies within five (5) business days of date of receipt.
 - 1.2. Notify SMC of all product failures within the warranty period.
 - 1.3. Return any product within 30 days of the issuance of the return packing slip. For any product not returned within 30 calendar days, any credits issued will be reversed.
 - 1.4. Complete a hazardous material report for any product that has been used in or around potentially hazardous material. The product should be individually bagged and properly labeled prior to return to SMC.
 - 1.5. Obtain a Return Goods Authorization (RGA) number. No product returns will be accepted at an SMC facility without an RGA number. Product returned to the factory without the generated claim return packing slip or with discrepancies between claim information and product actually returned will be returned to its shipping origin.
 - 1.6. Debit memos will not be accepted by SMC

SMC RESPONSIBILITIES:

1. It is SMC's responsibility to do the following:
 - 1.1. Provide an RGA number to the customer upon request
 - 1.2. Ensure that all products returned to inventory are in resellable condition and properly packaged.
 - 1.3. All receiving locations are responsible for physically inspecting and systemically receiving in all product claims.
 - 1.4. Investigate each claim to determine the root cause of the problem and take the necessary steps to prevent recurrence, including correcting existing inventory problems as needed. A notice to the customer will be sent within 10 business days.
 - 1.5. Report to the customer's salesperson any application issues found during evaluation. Any credits issued prior to product return can be reversed if the evaluator discovers the warranty has been voided.
 - 1.6. Complete the physical disposition of the product they evaluate.
 - 1.7. Responsible for the overall reconciliation of the customer's account. This includes the proper application of credit/debit memos to the appropriate invoice, and where required, providing proof of delivery for replacement shipments
 - 1.8. Ensure that all credits and debits to the customer make reference to the original customer PO #. If shipments to the customer are made, then the debit must reference the tracking number

Restocking Returned Product

POLICY

The purpose of this policy is to define the conditions under which ATS, Automation Tooling Systems is charged a restocking fee for returned product and to provide general guidelines for determining if a product can be returned for credit.

This policy applies to all products that have been purchased directly from SMC Pneumatics.

PROCEDURE

1. The definition of the restock fee is a fee levied against the credit being requested by the customer. If the restock fee is applied, the resulting credit will be the difference between the total credit being requested and the restock fee being applied.
2. The restock fee does **not** apply to any products returned as a result of an error made by SMC Pneumatics. Shipping Charges for the return of product as a result of an error made by SMC, will be the responsibility of SMC Pneumatics
3. The restock fee does **not** apply to any products returned as a result of a warranty claim. Shipping Charges for the return of product as a result of a warranty claim, will be the responsibility of SMC Pneumatics
4. Shipping charges for the re-shipment of product as a result of an error made by SMC, will be the responsibility of SMC Pneumatics
5. The chart below will direct all conditions, general guidelines, and applicable restocking fees:
6. Returns over \$5000.00 are subject to SMC Board level approval.
7. Large returns \$15,000.00 or greater, 20 individual Invoices or greater, requiring manual credits to be processed will be subject to an administration fee of 5%.

Category / Condition	Restock Fee
CYLINDERS AND ACTUATORS	
Commodity Cylinders/Actuators with Standard Strokes (catalogue)	0%
Commodity Cylinders/Actuators with Non-Standard Strokes	Not Returnable
Slides & Guided Product with Standard Strokes (catalogue)	0%
Slides & Guided Product with Non-Standard Strokes	Not Returnable
Rotary Actuators	0%
Grippers	0%
Switches	0%
Accessories	0%
Specials	Not Returnable
Any Cylinder or Actuator that has been used or is determined to be non-sellable	Not Returnable
Any product with an original invoice date greater than one year	Not Returnable
CONNECTORS	
Fittings and Tubing in original SMC packaging or Bags	0%
Fittings and Tubing not in original SMC packaging or Bags	Not Returnable
Multi - Connectors & Fitting Manifolds	0%
Flow Controls	0%
Specials	Not Returnable
Any Fitting or Tubing Product that has been used or is determined to be non-sellable	Not Returnable
Any product with an original invoice date greater than two years	Not Returnable
AIRLINE	
FRL Components	0%
FRL Combinations & Assemblies	0%
Specials	Not Returnable
Any Airline Product that has been used or is determined to be non-sellable	Not Returnable
Any product with an original invoice date greater than one year	Not Returnable
INSTRUMENTATION	
All Standard Catalogue Instrumentation Product	0%
Specials	Not Returnable
Any Instrumentation Product that has been used or is determined to be non-sellable	Not Returnable
Any product with an original invoice date greater than one year	Not Returnable
VALVES	
Individual Valves & Manifolds	0%
Complete Valve Manifold Assemblies	Not Returnable
Valve accessories	0%
Specials	Not Returnable
Any Valve Product that has been used or is determined to be non-sellable	Not Returnable
Any product with an original invoice date greater than one year	Not Returnable
VACUUM	
Pads, Cups, Buffer Assemblies	0%
Vacuum Ejectors	0%
Vacuum Ejector Manifolds	0%
Switches	0%
Specials	Not Returnable
Any Vacuum Product that has been used or is determined to be non-sellable	Not Returnable
Any product with an original invoice date greater than one year	Not Returnable

5. Used or non-sellable is defined as any condition that meets the following criteria at the sole discretion of SMC Pneumatics :

5.1 Including but not limited to the following conditions:

- 5.1.1 Tape or pipe dope in threads
- 5.1.2 Remains of tooling mounted on product
- 5.1.3 Lead wires cut or connectors added
- 5.1.4 Non SMC labels or writing on product
- 5.1.5 Product that has been damaged in return shipping
- 5.1.6 Product not in the original packaging, consideration of re-packaging can be made at the subsidiary level, if available. A re-stocking charge may be applicable and would be negotiated locally for this service.
- 5.1.7 Product with missing components
- 5.1.8 Cosmetic damage to the product (e.g. screw marks)