



RMA# Return Policy

RMA RETURN POLICY

- For non-warranty returns there is a \$150 non-refundable evaluation fee. This charge covers the cost of diagnostic evaluation performed by our technicians. We will not be able to evaluate the unit until payment arrangements have been made. The evaluation fee is not the repair cost – a separate repair estimate will be issued upon evaluation assessment. A returned item missing its serial number is considered non-warranty and the evaluation fee applies. For items verified as still under warranty, the evaluation fee does not apply.
- Please issue a purchase order for the required amount as soon as possible or include your purchase order with the unit being returned for repair. Once we have evaluated the unit we will contact you with an estimate of any additional cost and/or parts that will be required to repair the unit, if necessary.
- Returned item(s) will be considered abandoned if no contact with the customer can be made within three (3) months from receipt of the item(s). At that time, the abandoned item(s) will be scrapped at our facility. Rieker Inc. will not be held liable for any cost or loss incurred.
- Shipping charges MUST be prepaid for any returned materials. International RMAs must state that the product is returning to the "Country of Origin" for "Repair" on all returned paper work in order to avoid additional customs fees.
- Item(s) returned for restocking will be subject to a minimum 25% restocking fee.
- The RMA # is valid for 90 (ninety) calendar days from issue date. After 90 days, the RMA # will be closed - you MUST contact us for a new RMA # if you still need to return the item(s).
- Visit our website for further information regarding Shipping, Warranty, & Returns, under [Terms & Conditions](http://www.riekerinc.com/Terms-Conditions.htm) page. <http://www.riekerinc.com/Terms-Conditions.htm>

RMA PACKAGING POLICY

- Please be sure to pack the unit properly to protect it during shipping. Our company cannot be held responsible for damage in shipping resulting from improper packaging. Please check the return address listed above for accuracy. Return address listed on the RMA is where the unit will be returned to upon completion.
- THE ISSUED RMA # MUST APPEAR ON THE OUTSIDE OF THE RETURN PACKAGING - ITEM WILL BE REFUSED WITHOUT IT - NO EXCEPTIONS.