



## RMA & Product Return Policy

### Section I RMA Outbound Shipping Policy

- a. Maximum Controls LLC will pay for advance replacement shipping via standard ground UPS or USPS FOB CA on all RMAs, one way, to any destination in the USA, for the duration of the warranty.
- b. Any form of "Expedited Shipping" on any RMA will be paid by Distributor.

### Section II RMA Returns

- a. RMA's will only be issued on site to the tech. The tech must call 949.699.0220 and speak with Maximum Controls' tech support to obtain an RMA in text form that will contain RMA number, serial number, part(s) needed, and remarks. The tech will then forward this entire text to the Distributor for processing.
- b. The Distributor will then fill out Maximum Controls' RMA form (located on max.us.com under Downloads) and email the form to maxsales.us@gmail.com.
- c. Upon receipt of the RMA form at the Maximum Controls Factory an advanced replacement will be shipped to the Distributor or drop shipped to the Customer of the Distributor. The Distributor picks the destination.
- d. The Distributor has 30 days from the issue date of the RMA to return the damaged part to the Maximum Controls Factory.
- e. If the damaged part is not returned within 30 days, the Distributor will be charged for the RMA.
- f. If the Customer of a Distributor disagrees with Maximum Controls LLC on which part should be advanced, i.e. the Customer demands a board and tech support disagrees with the Customers' diagnosis, tech support will issue an RMA number that will contain the letter code NA. If a board, power supply, or actuator RMA with the NA letter code is found to be in working order, nothing wrong, a \$100 fee will be charged to the Distributor.
- g. If a returned RMA parts' damage is found to be non warranty, the Distributor has 45 days to pay for the non warranty part for which they have been invoiced.
- h. If a returned RMA part is found to be in warranty, Maximum Controls LLC will issue a Credit Memo to the Distributor within 60 days from the issue date of the RMA.

### Section III Product Returns

- a. Products must be in original, resalable condition with all warranty information, manuals, and original packaging.
- b. A re-stock fee of 10% will be charged on all returned products.
- c. All returned products must reference a Maximum Controls RMA number or it will be refused.
- d. Maximum Controls LLC is not responsible for freight charges associated with returned merchandise

*No Maximum Controls LLC distributor, agent or employee is authorized to make any modification or extension to this warranty.*

***NOTE: Products purchased online from unauthorized distributors will not be covered by our warranty.***