

## Return Merchandise Authorization (RMA) Policy

1. Before returning any item, you must contact our Technical Support Department for a Return Merchandise Authorization number (RMA). Please have your Item Number and Invoice Number available. Technical Support business hours are Monday to Friday 8:30am-5:30pm eastern standard time. (905-331-6660)
2. All returns must have an RMA number issued prior to acceptance of returned product returned. You will be expected to complete an RMA form only after you have received an authorization number from our Technical Support Department. A Technical Support Representative will send you the RMA form either through fax or email. RMA forms should be completed in the entirety to insure prompt service.
3. RMA shipments received MUST have an RMA number clearly visible on outside of the package and include a packing list with a copy of the original invoice or it may be refused, unopened and returned. Shipping charges are not refundable.
4. Our standard policy for returnable products is for repair/replacement only. No credits or refunds will be provided.
5. The RMA Return(s) must be returned to Xiris Automation Inc. within ten (10) days after the RMA number has been issued. Returns made after this period will be subject to a twenty percent (20%) restocking fee.
6. **ALL RETURNS MUST BE PACKAGED IN THE ORIGINAL BOX AND PACKAGING MATERIAL THAT IT WAS RECEIVED IN.** Should the product be returned to Xiris Automation Inc. and it is received without the original box and packaging, your warranty will be voided.
7. The RMA Return(s) must be a Xiris Automation Inc. product, and the item specified on the RMA form. Otherwise the RMA will be void and product will be returned at customer expense.
8. Upon receipt of RMA Return(s), Xiris Automation Inc. will verify with the customer the RMA products received are those as specified on the RMA form.
9. The RMA Return(s) is to be packed in original (or equivalent) condition including packaging, documentation, manuals, and accessories. Returns that do not include all the accessories may be returned to the customer or charged on a per item basis. No exchanges will be authorized for any packages returned without an RMA number from Xiris Automation Inc. The customer assumes responsibility for product until receipt at Xiris Automation Inc. Shipping via an insurable and traceable carrier is recommended. Any unauthorized shipping charges will be billed to the customer or the shipment will be refused.
10. Xiris Automation Inc. will provide replacements for all units found to be defective due to materials or workmanship. All returns will be processed after they arrive at our facility and will be fully inspected before an exchange is issued. The customer will be notified upon completion of the RMA before it is returned.
11. Any product found to be damaged through misuse, abuse or negligence is not eligible for warranty replacement.
12. If, upon customer receipt, the package is found to be damaged or tampered with, the customer must immediately notify Xiris Automation Inc within five (5) days. Xiris Automation Inc. will then file a freight damage claim with the carrier involved.