

Return Merchandise Authorization Policy

Eligible customers may return stock once per year for credit, subject to the provisions of this communication bulletin. Customers may return stock for credit of 10% or less of their net annual purchases for the preceding year and may not exceed this amount, in addition, an offsetting order must be received that is equal to the value of the return.

Any unused portion of the return allowable amount may not be carried over. All returns should be shipped freight prepaid to the ATRO location listed on the Return Merchandise Authorization (RMA), and a **10%** restocking fee applies for items purchased more than twelve months from the date of invoice.

**ATRO Invoice number or Purchase Order number required*

Return Period: Annual return acceptance period is from February 1st through November 30th and is designed to accommodate your business needs.

It's crucial to note that all return requests must be submitted only during the above specified return period. Requests made outside this period will not be processed. Equally important, all returned material must be received at ATRO's location before the RMA expiration date (Within 30 days of issuance RMA number). Material received after this date will be refused.

Return Packaging and Labeling *(See Package Guidelines Below)*

Parts must be returned in the original **undamaged** box. All shipping boxes and/or pallets being returned **MUST** have the ATRO RMA number applied, and the RMA number must be clearly visible on box/pallet. Material received without the ATRO RMA return label will be refused. Please see packaging do's and don'ts for guidance on acceptable and non-acceptable packing. ATRO is not responsible for carrier damage.

Parts NOT Eligible for Return

- Products with manufacturer date label missing or greater than **2** years on the package.
- Obsolete items discontinued for six months or longer or not listed on the current price sheet.
- Special items/custom manufactured specifically for the customer and not catalogued as standard item such as custom fixed length Torque Rods.
- Non-returnable items: Tools, hardware, components of an assembly that was purchased from ATRO as a complete assembled kit.
- Used, damaged or dirty items that are in un-saleable condition (ATRO's discretion).
- Any installed & removed item.
- Parts are rusted/discolored.
- Parts returned not listed in the RMA approved by ATRO.

Please be aware that any material returned that is rejected will be returned to the customer at their expense or scrapped, with no credit applied.

What to Expect After an RMA Is Issued:

Once your RMA is approved, you will receive the RMA number, return shipping location, confirmation of any applicable restocking fees, and the RMA expiration date.

Important Guidelines:

- **RMA Validity:** All RMAs expire 30 days from the date of issue. Returns must be received within this timeframe.
- **Shipping:** Returns sent to the wrong location will not be accepted.
- **Packaging:** The RMA number must be clearly visible on the outer packaging (box or pallet).
- **Inspection & Credit:** Returned items are subject to inspection. Parts that do not meet ATRO's resalable condition standards will be rejected and are not eligible for credit.

For assistance, please contact ATRO Customer Service or your Area Sales Manager.

Stock Return Packaging Guidelines:

Inspect:

Inspect all parts being returned to confirm they are not on the return exceptions list – no credit will be issued for non-returnable parts. Dates will be found as shown below on our labels.



Submit:

Submit all required information to customer service. RMA documents, RMA labels and additional information will be sent to customer.

Return:

- Parts must be received on ATRO dock PRIOR or by the RMA expiration date – shipments received after RMA has expired will be refused. Review the acceptable and non-acceptable packing below. When shipping your return send all tracking information to customer service with your RMA number. Disposition must be decided within 2 weeks or ineligible product will be disposed of in case of no communication from customer.

Acceptable Packing

- Individually packed parts should be put into an overpack box and packing material should be inserted to prevent movement and damage.
- Material being shipped on a pallet should be sufficiently shrink-wrapped/banded securely.
- **All overpack boxes and/or pallets MUST have an ATRO RMA return label attached or freight will be refused.**

Non-Acceptable Packing

- Parts not returned in the original packaging.
- Damaged boxes, potential part damage.
- Parts no longer in the ATRO Parts catalog.
- Parts with rust or other apparent damage.
- Dirty boxes, parts thrown in boxes without original packaging.
- Pallets not wrapped/banded securely.

ATRO is not responsible for carrier damage.

Shipments received in non-acceptable packaging may be refused.

Examples of unacceptable returns:



Boxes with customer supplied labels.



Parts out of original packaging or have been installed in the application & removed.



Packages with water damage & internal parts are rusted.