

Return Material Authorization (RMA) Guidelines



1. Requesting a return material authorization (RMA) number

An RMA number must be obtained from BITZER's Returns Department for any and all returns. To request an RMA number, please complete the RMA Request Form and e-mail the completed form to rma@bitzerus.com or fax it to 770-503-9440. Please submit the form when the product is ready for shipment. All fields are required for warranty claims. Incomplete forms will be returned to the Customer for completion, thereby delaying your claim.

2. RMA Number Issuance

Once your Request Form has been received, an RMA number will be e-mailed or faxed to you with the Return Material Authorization document. This document must be included with any returned item(s). The RMA will detail the product and quantity approved for return, along with shipping instructions. Please reference the assigned RMA number when making an inquiry about your return.

3. Freight Arrangements

When shipping is provided by BITZER, please be advised that your company is required to use BITZER's preferred freight carrier and BITZER's Bill of Lading for the return. Failure to do so will result in the additional freight costs being deducted from the credit your company will receive for the return. BITZER US will coordinate the pickup and cover the cost of return freight (continental USA ONLY*), except for the following circumstances:

- New and Unused Products
- Prepaid shipping as specified in customer agreements
- Repair and return service as indicated in section 8
- Other instances at the discretion of BITZER US

Those customers paying return shipping as required by a prior agreement are free to utilize the carrier of their choice, but in doing so agree to accept full responsibility for any damages incurred during transit.

*For core returns on the Hawaiian Islands, please contact BITZER.

4. New & Unused Products

The Customer is responsible for all return shipping expenses for new & unused product returns (except for product shipped as a result of BITZER's error). Please Note: A restocking fee ranging from 10 to 25% will apply to new & unused merchandise returns. All products are subject to inspection before credit is issued and final return is authorized. Bitzer US, Inc. will not issue credit for any product received at our facility that is deemed not suitable for resale.

5. Warranty Returns

Bitzer US, Inc. will provide a detailed inspection report for all compressors returned for warranty evaluation and credit determination. Please allow 30 to 45 days for the inspection process to be completed and warranty determination to be communicated. For warranty consideration, Application Engineering must be contacted to assist in determining cause of failures.

6. Core Returns

All core credits will be processed within 10 business days of receipt at our facility. All cores become the property of BITZER U.S., Inc. upon receipt. **For core returns on the Hawaiian Islands, please contact BITZER.

7. Inspection Requested for Out-of-Warranty Compressors & Pressure Vessels

If requested, Bitzer US, Inc. will conduct an inspection on a compressor that is out-of-warranty. Please allow 30 to 45 days for this inspection process to be completed. There is a fee for this service, and the inspection fee must be paid prior to the inspection. Fees are as follows:

- a. Reciprocating Compressors: \$250
- b. Screw Compressors: \$350
- c. Scroll Compressors: \$450
- d. Pressure Vessels: Consult BITZER

8. Inspection, Repair and return service

Bitzer US, Inc. currently offers repair and return service for select Screw Compressors only. Please consult with Bitzer regarding pricing, as there are three tiers of repair available. Upon inspection, the Customer will be notified which level of repair is required and be given 24 hours to issue the appropriate PO. If no PO is issued within 24 hours, the Screw components will be removed from the inspection and repair table and returned to the customer for disposal.

The Customer is responsible for both inbound and outbound freight charges and must issue a PO (or pay by credit card) for the \$250 inspection fee. If the inspection confirms that the compressor is repairable, the inspection fee will be credited toward the appropriate tier price level and the PO will be updated to reflect the total charges.

9. If You Require the Product(s) be Returned to You ****Please read****

Unless specifically directed by the customer, Bitzer US, Inc. reserves the right to scrap or otherwise dispose of any returned products after inspection. The Customer must provide written notice in advance that the product should be returned (freight pre-paid by Customer). The product will be returned based on standard extent of delivery. No additional or third party parts/accessories will be returned.

Please check the "Return Customer Material" box on the return request form and provide a freight account number if the product is to be returned. Please Note: Core charges will not be refunded if the compressor is returned to the Customer.

10 RMA numbers are valid for 30 days.

If your authorization number is older than 30 days and the compressor has not been picked up, then you should contact BITZER US for a new RMA number.