

Return Material Authorization (RMA) Guidelines



1. Requesting a return material authorization (RMA) number

An RMA number must be obtained from the Returns Department at BITZER US for any and all returns. To request an RMA number, please complete the RMA Request Form online or contact the RMA department at rma@bitzerus.com for the link. Please submit the form when the product is ready for shipment. All fields are required for warranty claims. Incomplete forms will not be accepted, thereby delaying your claim.

2. RMA Number Issuance

Once your Request Form has been received, an RMA number will be e-mailed 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 US, please be advised that your company is required to use the preferred BITZER US freight carrier and the BITZER US Bill of Lading for the return. Failure to do so will result in the additional freight costs being deducted from any credit your company might 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 must accept full responsibility for any damages incurred during transit.

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

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 a BITZER US error). Please Note: Product must be returned within 12 months of sale date. A 25% restocking fee will apply to new & unused merchandise returns. All products are subject to inspection before credit is issued and final return is authorized. BITZER US will not issue credit for any product received at our facility that is deemed not suitable for resale.

5. Warranty Returns

BITZER US will provide a detailed inspection report for all compressors returned for warranty evaluation and credit determination. Please allow a minimum of 30 business days from product receipt at BITZER US for inspections and warranty determinations to be completed.

6. Core Returns

All core credits will be processed within 10 business days of receipt at BITZER US. All cores become the property of BITZER US upon receipt. To receive full core credit the core must be returned within 6 months of invoice. **For core returns on the Hawaiian Islands & Alaska, please contact BITZER US.

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

If requested, BITZER US will conduct an inspection on a compressor that is out-of-warranty. Inspections will be completed within 30 business days of product receipt at BITZER US. 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 currently offers repair and return service for select Screw Compressors only. Upon inspection, the Customer will be notified if the compressor is repairable, and which level of repair is required and a quote for the repair. The customer will be given 2 business days to issue the appropriate PO. If no PO is issued within 2 business days, the compressor will be scrapped or otherwise disposed of.

The Customer is responsible for both inbound and outbound freight charges and must issue a PO (or pay by credit card) for the inspection fee. If the inspection confirms that the compressor is repairable, the inspection fee will be credited to the repair quote and the order acknowledgement and 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 reserves the right to 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). After inspection(s), the compressor(s) will not be re-assembled. If the customer wishes to have the compressor(s) re-assembled prior to returning, a billable PO should be issued along with the RMA request. A quote will be issued for the re-assembly fee and the PO should be updated accordingly if the customer wishes to proceed. No additional 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 must contact BITZER US for a new RMA number.