



## Return Material Request (RMA) Policy

Power-Sonic has established procedures, through its ISO-9000 certification, for customer complaints, field quality concerns and technical issues. This document serves to outline the policies and procedures associated with these requests. It is important to note that all requests be processed through the dealer, distributor or point of purchase. Warranty terms and conditions are documented separately within our 'General Product Limited Warranty' policy statement.

### End Customer Claims:

- Contact the original point of purchase for instructions
- Request a return authorization. No returns will be credited without an authorization
- In the case of products approved for return, the product must be packaged with sufficient padding and in the appropriate cartons to eliminate the risk of damage in transit.
- Power-Sonic reserves the right to replace or credit products deemed defective under the warranty terms and conditions.
- Product deemed 'no fault found' may incur labor charges for testing. In this event a full report will be provided outlining the work performed.
- Customer will be responsible for freight to and from the service center location. Should the product be covered under the warranty provisions freight will be credited against prevailing UPS ground shipping rates.
- A copy of the performance log record should accompany the return.

### Dealer, Distributor, Original Equipment Manufacturer and other resellers of products.

- All returns must be approved by an authorized Power-Sonic representative prior to being returned.
- Please contact Customer Services at one of the following:
  - o Phone: +1 (619) 661-2030
  - o Facsimile: +1 (619) 661-3648
  - o Email: [customerservice@power-sonic.com](mailto:customerservice@power-sonic.com)
- Please have the following information available for the Customer Services Representative:
  - o Battery Model Number
  - o Description of the failure or issue surrounding request
  - o Description of the application in which the battery was being used
  - o Date code, purchase and sale date
  - o End customer; if applicable
- Our normal procedure is for all defective products to be returned to Power-Sonic under an authorized RMA (return material authorization) for testing and evaluation. At Power-Sonics discretion some product may be 'field scrapped' in lieu of returning the physical product.

### Notes:

- If product is returned because of customer error, overstock or other reasons outside of warranty claims the customer may be subject to a 20% restocking and recharge fee in addition to all freight charges incurred.
- All field applications, quality or engineering questions should be directed to [technical-support@power-sonic.com](mailto:technical-support@power-sonic.com) to determine need for RMA process.

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