



# Return Goods Authorization (RGA) Policy

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## Return Goods Authorization (RGA) Policy for Mid-West Instrument

**All product returns must have prior approval and include an RGA #. To obtain an RGA#, please contact sales department at 586-254-6500 or email a completed RGA request form which is available on our website.**

Product returned without an RGA # may be refused or returned at customers' expense.

An RGA is valid for 45 days from issuance and product must arrive at Mid-West within that validity period. All returned products must be shipped freight prepaid.

All items returned to Mid-West must be properly packaged to prevent shipping damage. Any claims for shipment damage are the responsibility of the customer. The RGA number must be clearly visible on the outside of the package. A packing list must be included clearly showing the RGA number, part number, quantity, and reason for return.

An RGA number is issued in good faith based upon customer's representation of the product quantity, condition, age, and reason for return. All returned products will be inspected by Mid-West Instrument. If the product is found to be other than that originally represented, the shipment will be returned at the customer's expense.

### I. Repairs

There is a \$75.00 inspection fee for Mid-West to diagnose returned product. After inspection, Mid-West will notify customer with results of the inspection along with costs for repair within 3 business days of receipt of products.

**Customer has 30 days to accept or deny the repair. If customer does not respond, product will be returned to customer unrepaired, at customer's expense, and assessed the \$75.00 inspection fee.**

### II. Warranty Returns

Product under warranty must have an RGA number and be returned to Mid-West freight prepaid. If the product is determined to be covered under warranty, the product will be repaired or replaced at Mid-West's option under Mid-West's warranty terms. The product will be returned freight prepaid to the customer.

### III. Incorrect Shipments & Product Received

For incorrect shipments or incorrectly supplied product, discrepancies must be reported **within 15 days of receipt**. Mid-West will work with you to determine best solution for both parties. If incorrect shipment requires return to Mid-West, an RGA# will be issued prior to return shipment.

### IV. General Terms for Credit Returns

Product requested to be returned for exchange or credit will only be considered if the product is unused, current standard catalog stock of latest design, and the product is in saleable condition. Mid-West reserves the right to reject any return request.

- A. Restocking Fees: All return product is subject to restocking fees which will be determined based on the complexity and customization of the product.
- B. Incorrectly Ordered Product Returned for Credit: Approved product returned for credit requires an RGA number and must be returned freight prepaid within 30 days of purchase. Proof of purchase (copy of invoice) is required.
- C. Credit Memos: Where required, Mid-West will issue a credit memo for the returned or exchanged product less any applicable restocking or removal charges. The credit memo will be issued only after receipt and inspection of product.

**Note: Our products are built to order and tailored to fit customer requirements. Returned products are disassembled, usable components are returned to inventory, and custom or consumable components are disposed of.**

### V. Safety & Handling Requirements

For the safety of our employees, as well as to meet government regulations, Mid-West requires Decontamination Documentation to accompany returned products that have been installed.

**If the Decontamination Document does not accompany the return, the product will not be inspected and the RGA will not be completed. Any such items may be refused or returned at the customer's expense.**