**Advantech Sales Return Policy 2015**

ADVANTECH Europe B.V. has established the following guidelines in order to give our customers the best support and shortest turn‑around time possible when product needs to be returned for repair. The sales team at Advantech Europe B.V. is available to assist you in resolving any product or application difficulties you may encounter. In many cases we are able to resolve problems quickly over the phone without necessitating a product return. All returns from Customers must be authorized with an Advantech Return Material Authorization (RMA) number. Return Material Authorization (RMA) number is void after 30 days. **Customers obtain an RMA number by completing the RMA Request Form and return it to Advantech Europe B.V. (Address: Ekkersrijt 5708, 5692ER, Son, NL) for processing.**

1. **Return for Credit**

Advantech provides a 30-day money back guarantee on our products (special-order items excluded). Advantech is not responsible for items not listed on the Credit Request. Customers will be responsible and liable for any missing or damaged parts, and to either insure the product or assume the liability for loss or damage during transit. Customers are responsible for all freight charges to return material to Advantech.

* 1. **Credit Return Terms**

No material shall be accepted for credit if requested more than 90 days from the original invoice date. Material returned to Advantech Europe B.V. for credit shall be subject to a restocking charge based on the following schedule.

**Device or Parts Orders**

0 - 30 days 15% Restock Fee

31- 60 days 25% Restock Fee

61- 90 days 35% Restock Fee

90+ days No Returns Accepted

Approved Loan Orders are exempt from restocking fees if requested to be returned within 60 days from date of invoice. After 60 days the above policy will apply.

* 1. **Credit Return Rules**

All material returned to Advantech, including Approved Loan Orders must be in new, re-saleable, condition as determined by Advantech. Material should be returned in original Advantech boxes and include all original packaging, manuals, CD’s, and other originally included hardware and components. Returns that do not meet this requirement may be denied or subject to an additional restocking charge as determined by Advantech. Damaged items are not accepted.

Customers are responsible for all freight charges to return material to Advantech. In no case will outbound freight charges billed on the original invoice be credited to customers when material is returned.

**No returns will be accepted for special order material** or material not normally stocked by Advantech. These products are ODM products, T-model products, or assembly orders (BTOS/CTOS) or authorized for credit or cross ship only if our vender will accept the material for return and / or replacement. If the vendor accepts, any restocking charges imposed by our Vender for this material above and beyond our normal restocking fees will be passed along to customers.

**Assembly, testing, burn-in, and other service charges and freight are NOT refundable.**

* 1. **Shipping Procedure**

Proper handling, packaging, and shipping of products allow for quick processing of your request and helps ensure product quality. To save handling time, address the product directly to Advantech Europe service center address (Ekkersrijt 5708, 5692ER, Son, NL) and please include the RMA Numbers on your return for identification purposes. The numbers should be visible on the package. Any returns that do not meet this requirement will be denied as determined by Advantech.

Once an RMA is issued for the return of product, it is valid for 30 days. Product received by Advantech more than 30 days from issuance of the RMA may not be credited and will be returned to customers at their expense. It is the responsibility of customers to ensure the material is returned within this time frame.

Product returned to Advantech that is not shown on the initial Credit RMA request will be returned to the customers at their expense.

Advantech reserves the right to revise any part of the above without notice.