**Advantech Sales Return Policy updated: July, 2017**

ADVANTECH Europe B.V. has established the following guidelines in order to give our Customer the best support and shortest turn‑around time possible when product needs to be returned. The sales team at Advantech Europe B.V. is available to assist Customer in resolving any product or application difficulties Customer may encounter. In many cases we are able to resolve problems quickly over the phone without necessitating a product return. All returns from Customer must be authorized with an Advantech Return Material Authorization (RMA) number. Return Material Authorization (RMA) number is void after 30 days. **Customer obtains an RMA number by completing the RMA Request Form and returns 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 product excluded). Advantech is not responsible for product not listed on the Credit Request. Customer shall 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. Customer is responsible for all freight charges to return product to Advantech.

* 1. **Credit Return Terms**

No product shall be accepted for credit if requested more than 90 days from the original invoice date. Product 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 shall apply.

* 1. **Credit Return Rules**

Product returned to Advantech, including Approved Loan Orders must be in new, re-saleable, condition as determined by Advantech. Product 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 product are not accepted.

Customer is responsible for all freight charges to return product to Advantech. In no case shall outbound freight charges billed on the original invoice be credited to Customer when product is returned.

**No returns shall be accepted for special order product** or product 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 shall accept product for return and / or replacement. If the vendor accepts, any restocking charges imposed by our Vender for this product above and beyond our normal restocking fees shall be passed along to Customer.

**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 Customer’s 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 Customer’s return for identification purposes. The numbers should be visible on the package. Any returns that do not meet this requirement shall 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 shall be returned to Customer at their expense. It is the responsibility of Customer to ensure the product is returned within this time frame.

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

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