

## **Return Authorization Policy**

All returns must have an authorized RMA number issued by Precision Motion Controls. Request Return Manufacture Authorization (RMA) number by phone, email. Precision Motion Controls has the right to refuse any shipment at the customer's expense if the RMA number is not clearly referenced on the box or packing slip.

Ship the package to:  
Precision motion Controls  
5273 Prospect Rd. #209  
San Jose, CA 95129

### **Purchase order is required for all repairs:**

If the unit is concluded by Precision Motion Controls to be within warranty, charges will not apply. If the unit is not under warranty the customer will be notified of the amount of the repair charges. For any charges incurred on the repair unit, Precision Motion Controls will require payment to be made prior to shipping for customers who do not have credit terms with Precision Motion Controls.

### **Condition:**

Returned products must be shipped in protected containers and properly packaged to prevent any physical damage. Precision Motion Controls is not responsible for any damages that occurs during shipping. Products returned for repair must be in the same mechanical configuration as when shipped from the factory.

### **Status of RMA:**

Should you require an update on the status of your returned product, please contact customer service via e-mail at [service@Premotn.com](mailto:service@Premotn.com) or call 408-298-0898.

### **Shipping:**

Customers are responsible for shipping charges to Precision Motion Controls for repair services and Precision Motion Controls shall pay for return shipping (by ground transportation).

**\*Note** for international orders: Customers shall pay all shipping charges, duties and taxes for products returned to Precision Motion Controls.

### **Returns**

A 25% restocking fee will apply for standard products returned for any other reason than failure. Customers must contact Precision Motion Controls customer service to obtain a RMA number prior to returning the product. Product returned must be in original condition (free of any modifications done by customer). Non-standard products will not be accepted for any credit.

### **Warranty:**

All motors and drivers warrant 1 year free of defects. Any non intended use, tampering, or accidents will void the warranty of the products.

This policy is subject to change without prior notice.