



Return Policy

Horner APG, LLC.

1 General

This document explains the return policy of Horner APG, LLC. herein after referred to as "HE-APG" and it's customers, both primary and secondary customers. The basic HE-APG Limited Warranty reads, in part, that HE-APG warrants to the original purchaser that the Product manufactured by HE is free from defects in material and workmanship under normal use and service. The obligation of HE under this warranty shall be limited to the repair or exchange of any part or parts which may prove defective under normal use and service within two (2) years from the date of manufacture or eighteen (18) months from the date of installation by the original purchaser whichever occurs first.

2 How to Return Materials to RMA Department via Phone or Fax

a. RMA Department Phone and Fax Number

Phone Number: (317)-916-4274 (Ext. 465) 8AM-4PM EST. **Fax Number:** (317)-916-4287

b. RMA Return Procedures

1. Any materials to be returned to HE-APG must be accompanied by an **RMA** (Return Materials Authorization) **Number**, which is issued by HE-APG. Blank forms are provided by mail or FAX upon request to HE-APG RMA or Customer Service departments.
2. The customer either fills out an RMA request form and faxes it to HE-APG RMA Department or contacts the HE-APG RMA Department by phone. Complete details need to be provided before an RMA is issued.
3. Any product returned without an **RMA Number** on the outside of the package is refused and returned to sender unopened.

c. Restrictions

Unless noted otherwise, the following restrictions apply:

1. The customer is responsible for all shipping and related charges to return the materials to HE-APG. This includes but is not limited to custom fees, duties, and special handling.
2. An issued RMA has a life of 30 days from date of issue.

Note: If the RMA with product has not been received within the 30-day time period, the RMA is canceled, and any receipt of products against that RMA is refused.

3 Guidelines for Replacement/Return or Repair/Return

Products, which are returned to HE-APG for replacement or repair and then are to be returned to the customer, are subject to the following guidelines:

- a. Replacement HE-APG products shall be shipped from the distributors stock to the customer- not from HE-APG. Distributors are to request RMA's and return defective products to HE-APG for replacement. The replacement products are shipped to the distributor *after* receiving and processing the returned, defective products at HE-APG.
- b. If the distributor does not have stock to replace the customer's defective product, a replacement purchase order must be issued to HE-APG before a replacement is shipped. A credit is issued after the defective product is received and processed at HE-APG.
- c. Warranty of HE-APG products covers materials and workmanship for products, which fall within the warranty time. Any product, which has been subject to abuse or damage from improper use or care, is not covered by warranty.
- d. Non-warranty repairs are quoted by the RMA Department by telephone contact with the customer designated on the RMA. (Note: Secondary customers [such as an OEM purchasing through a local distributor] must be included on the information requested on the initial RMR Form.) Verbal authorization is obtained by the RMA Department before proceeding unless pre-authorization is made.
- e. If a BETA product is recalled, and a new production version is needed, a new purchase order for the production version (along with an RMA) is required for immediate shipment. When the BETA model is received in working condition, HE-APG credits the BETA purchase order amount.
- f. Return shipping charges are the responsibility of HE-APG, and HE-APG covers shipping back to customer using the same method by which the product was received by HE-APG (e.g., HE-APG received products overnight and thus will ship overnight. If products are received surface, HE-APG also ships surface).
- g. A minimum charge of \$50 applies to each product for which non-warranty evaluation is involved when there is no repair required or authorized by the customer.
- h. A fixed charge of \$50 per unit is added for a request for a one-day turn-around, expedited repair and return. The fee is waived for warranty items.

4 Returning Products for Credit

Products, which are returned for credit within the warranty period are subject to the following guidelines:

- a. The original purchase order number or the HE-APG invoice number must be provided with the RMA number and the returned materials.
- b. Any materials returned for credit *more* than 90 days *after* the date of sale incurs a restocking charge equal to 20% of the purchase price (per HE-APG invoice).

Send Returns to:

**Horner APG, LLC., RMA Department
640 N. Sherman Drive Indianapolis, IN 46201**