



## **Operational Procedure Repair Policy**

Rev 5-28-14

**Issued By: Executive Staff**

### **Policy No. CS-001: Repair Policy and Procedures**

The purpose of this document is to establish Mathey Dearman's repair policy as well as to define the procedures for the repair process.



## 1. Initial inquiry

Prior to returning a product to Mathey Dearman for repair, the customer must call and request a Return Material Authorization (RMA) number from the Sales Department. At that time, the Sales Department will confirm with the customer that there will be a \$150.00 charge to cover the cost of the written estimate, subject to the following:

This charge covers the cost of a complete evaluation by Mathey Dearman repair technicians. It will be charged to the customer's account as soon as the evaluation has been completed. The evaluation and repair cost quotation will be sent to the customer. Mathey Dearman attempts to complete all evaluations within 5 business days, subject to the complexity of the needed repair.

After receiving the repair evaluation/quotation, the customer has two (2) weeks to authorize the repair.

- i. **If the customer authorizes the repair**, the customer then submits a PO to Mathey Dearman in the estimated amount of the repair (proceed to paragraph 2).
- ii. **If the customer does not authorize the repair**, the product will be returned to the customer freight-collect. If the customer is a distributor who does not have an account with Mathey Dearman, or an end-user, he must provide payment for the evaluation fee (\$150) prior to shipment; if a distributor with an account, he is billed for the evaluation fee (\$150) upon shipment.
- iii. **If no response is received from the customer** within 30 days, either authorizing or not authorizing the repair, the machine is returned to the customer freight-collect and he is invoiced for the evaluation fee (\$150).

## 2. Repair

- a. Once the repair has been authorized, Mathey Dearman will complete the repair in accordance with the written evaluation. Targeted turn-around time for repairs is 12 business days, subject to parts availability and complexity of the repair.
- b. The \$150 evaluation fee, which has already been charged to the customer, will be credited towards the final billing for the repair.
- c. Should the customer determine that the repair estimate is not economically feasible, he has the option of buying a new replacement machine. Normal discounts will apply if a new machine is purchased, and the \$150 repair estimate will be waived and credited.

## 3. Additional Information

- a. Should a customer ship a machine to Mathey Dearman without first obtaining an RMA number, Mathey Dearman will attempt to contact the customer to give an RMA number. The machine will be kept in storage for up to but not to exceed 60 days while attempts are



made to reach the customer. After that time the product will be scrapped and the customer will be notified by the Sales Department.

- b. Mathey Dearman does not repair products not sold by Mathey Dearman, but can offer comparable best-in-class replacement products in accordance with Mathey Dearman trade-in policy.