



Merchandise returned to **BEANAIR** for any reason must have a **BEANAIR** supplied Return Material Authorization (RMA) number. Warranty returns also require proof of purchase (invoice number and date). All returns require the original purchase order number. If the original purchase order number is not available, a new purchase order number is acceptable for credit and rebilling.

The RMA is valid for 30 days from issuance and merchandise must arrive at **BEANAIR** within the validity period.

In order to evaluate the root cause for the return, the product may be disassembled and not reassembled to the condition in which it was sent to **BEANAIR**, rendering the product unusable. If the root cause is due to **BEANAIR**, the product will be replaced. If the root cause is the application or misuse, the customer will be re-billed and the material returned at the customer's discretion.

The RMA number must be clearly visible on the outside of the package. A packing list must be included clearly showing the RMA number, quantity, product description and reason for return.

**BEANAIR CANNOT BE HELD RESPONSIBLE FOR ANY MERCHANDISE RETURNED WITHOUT AN RMA NUMBER AND ANY SUCH ITEMS MAY BE REFUSED OR RETURNED AT THE CUSTOMER'S EXPENSE. ADDITIONALLY, BEANAIR CANNOT BE HELD RESPONSIBLE FOR RETURNED PRODUCTS DAMAGED IN TRANSIT BACK TO BEANAIR DUE TO INSUFFICIENT OR IMPROPER PACKAGING OR SHIPPING METHOD. BEANAIR RESERVES THE RIGHT TO REFUSE ANY GOODS THAT ARE RECEIVED IN BROKEN BOXES OR INAPPROPRIATE PACKAGING MATERIAL AND WILL RETURN GOODS TO CUSTOMER AT CUSTOMER'S EXPENSE.**

The RMA number is issued in good faith based upon customer's representation of the merchandise quantity, condition, age and reason for return. All returned material is subject to inspection by **BEANAIR**. If the material is found to be other than that originally represented, the shipment will be returned at the customer's expense.

If a failure analysis is required, a Corrective Action Response (CAR) must be requested when the RMA is issued and detailed information must be provided about the application including the type of media, and operating conditions.

Request your RMA number (this is mandatory) at [tech-support@beanair.com](mailto:tech-support@beanair.com)

#### **I. Warranty Returns**

(see Warranty Policy in Terms & Conditions) All warranty claims must have an RMA number and be returned at the **CUSTOMER's** expense with a clear mention for customs that merchandise is returned for fixing. In case that **BEANAIR** is charged for any VAT, the amount may be re-invoiced to the **CUSTOMER**.

Upon receipt and inspection of the material, if the merchandise is determined to be covered under warranty, the merchandise will be repaired or replaced at **BEANAIR's** option under **BEANAIR's** warranty terms and return freight cost will be reimbursed. The merchandise will be returned to the customer freight DDP (Delivered Duty Paid) at **BEANAIR's** expense.

If the merchandise is determined not to be covered under warranty, the merchandise will, at the customer's discretion be:

A) Invoiced for fixing, returned to the customer, and freight charges will be the responsibility of the customer; **or**

B) Discarded; **or**

C) Invoiced for fixing and replaced, and freight charges will be the responsibility of the customer.

Freight charges will be the responsibility of the customer.

#### **II. Incorrect Shipments & Merchandise**

For short shipments or incorrectly supplied merchandise, **discrepancies must be reported to customer service within 15 days of receipt.**

Short shipments, at the customer's discretion:

A) The merchandise is not needed - a debit memo should be issued to **BEANAIR**. **BEANAIR** will then issue a credit memo, **or**

B) The merchandise is needed by the customer – a credit will be issued for the merchandise short shipped, **BEANAIR** will ship the missing items, freight DDP at **BEANAIR's** expense, and re-invoice.

Incorrectly supplied merchandise requires an RMA number and should be returned freight collect at **BEANAIR's** expense. If the merchandise is determined to have been returned for cause, **BEANAIR** will issue a credit for the merchandise. If a replacement is required, **BEANAIR** will ship freight DDP at **BEANAIR's** expense and re-invoice for the new product.

#### **III. General Terms for Credit Returns**

Material requested to be returned for exchange or credit will be considered if the following conditions are met:

A) Merchandise is unused, current standard catalog stock of latest design, with product in sellable condition. All merchandise must be returned in the original packaging with all accessories and instruction manuals.

B) Merchandise shall not have been purchased on a "product promotion" or other special pricing.

**BEANAIR** reserves the right to reject any return request. If accepted, the return will be under the terms specified herein.



**D) The following products are NOT returnable:**

1. Wireless sensors (BeanDevice®) with non-standard modifications.
2. Obsolete products.
3. BeanDevice® ONE-T with non-standard temperature probe.
4. Primary cell and Rechargeable battery

**E) Incorrectly Ordered Merchandise Returned for Credit**

Approved merchandise returned for credit requires an RMA number and **must be returned freight prepaid within 30 days of purchase. Proof of purchase is required (copy of invoice).**

**F) Credit Memos**

Where required, **BEANAIR** will issue a credit memo for the returned or exchanged merchandise less any applicable restocking or removal charges.

The credit memo will be issued only after receipt and inspection of merchandise.

**DISTRIBUTORS SHOULD NOT MAKE DEDUCTIONS FROM PAYMENTS UNTIL A CREDIT MEMO FROM **BEANAIR** HAS BEEN RECEIVED.**

**IV. Restocking Charges**

All returns are subject to a **15% restocking fee**.

**V. Safety & Handling Requirements**

For the safety of our employees, as well as to meet government regulations, **BEANAIR** requires the following information to accompany returned product.

- A) Documents for custom clearance: the delivery note should mention "commercial sample" with no material values
- B) All items packaged properly

If these items do not accompany the return, the product will not be inspected and the RMA will not be completed. **BEANAIR** cannot be held responsible for any returned merchandise that has not been decontaminated by the customer.

Any such items may be refused or returned at the customer's expense.

We appreciate your business and always strive to be fair, but we do have to maintain these standards and policies.