



ACCESS CONTROL

HARTMANN

CONTROLS CORP.

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Merchandise Return Policy

When returning Hartmann Controls products, please observe the procedures outlined below, otherwise Hartmann Controls will not accept returned merchandise. All returns must be pre-authorized by Hartmann Controls.

1. Complete the Hartmann Controls RMA form and submit for pre-authorization.
2. If approved, you will receive a Return Merchandise Authorization number from Hartmann Controls. **Do not ship your returns prior to receiving a RMA number.**
3. Attach commercial invoice to package (include a copy inside the package) and clearly indicate the following:
 - RMA number clearly marked on invoice and on package(s).
 - Original purchase order /invoice number (when goods returned).
 - Descriptions, serial numbers and quantity of returned goods.
 - Defective Canadian goods being returned.
 - Value of \$10.00 U.S. (not required when shipped within Canada).
4. Do not insure goods.

Please remember:

Upon receipt of goods, Hartmann Controls will assess the condition of returned goods and, if defective, item(s) will be repaired/replaced and shipped back to freight on board your address. If item(s) are not defective, goods are sent back freight on board our address. If the item is return only, there will be a 30% restocking charge.