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Request for Return Material Authorization Policy

The Winland Environmental Security Quality Policy: Exceptional Customer Care is our Priority. Winland is committed to providing our business partners with products, service, and support that exceeds their expectations. We are continuously dedicated to improving our organization throughout and strive to position Winland above the competition.

With that in mind, we at Winland fully understand the time and costs involved to process return material requests. We believe that if all parties follow the below-mentioned procedures, returns can be processed in a timely manner and will allow us to provide the service and support that all our customers expect of us.

1. ALL MATERIAL RETURNED MUST BE ACCOMPANIED BY A RETURN MATERIAL AUTHORIZATION NUMBER.

Please complete and return the Request for Return Material Authorization Form or contact your Customer Service Representative at Winland to request an authorization number. All returns are subject to preapproval and are not an authorization of credit. Please be prepared to provide the following documentation for preapproval:

- a. Proof of Purchase (Winland warranty starts the day your customer purchases product from you.)
- b. Product number and description
- c. Serial number (see RMA form for identification)
- d. Quantity requesting authorization for
- e. Reason for return request with as much detail as possible

Completed Request for Return Material Authorization Forms may be faxed (507-387-2488) or e-mailed (rma@winlandsecurity.com). Winland will reply with an RMA number within two (2) business days.

2. PACKAGING OF RETURNS

All returns must clearly identify the Return Material Authorization number on the outside of the package. Included with the parts being returned should be all RMA documentation. Winland will refuse any return of items that do not meet the above-mentioned requirements. Winland is not responsible for lost or damaged parcels.

3. RETURN PRIVILEGES

- a. Returns due to customer error/change/convenience may be subject to a 25% restocking fee.
- b. Product that cannot be resold in current packaging may be subject to a 25% restocking fee.
- c. Credit will only be issued for material determined to be defective or covered under Winland's standard warranty policy after a full inspection of all returned material. Modifications made to the product will void any warranty.
- d. Material that has been processed or converted by the customer will not be authorized for return unless approved by a Winland representative.
- e. RMA numbers will be valid for 30 days.
- f. No deductions can be taken prior to issuance of credit.
- g. Product repair requests are subject to a \$70 evaluation fee for product that is no longer under warranty.

4. REPLACEMENT REQUESTS

A Purchase Order is required with product replacement requests.

Policy is subject to change without notice. Current Request for Return Material Authorization policy and forms are available at: www.winland.com/security/customer_service.html.