

Appendix C: Return Instruction AND Warranty Claim Procedure Updated on 20180216

1. RETURN INSTRUCTION

a. Applicability:

This Instruction is ONLY for customers to return potentially defective products for warranty purpose.

b. RMA#

Customer **MUST file your claim and get an RMA#** from TDI Field Service Manager before you can return the products.

c. Time of Return.

Customers have **30 Calendar Days** from the date RMA# is provided by TDI Field Service Manager to return the products or parts. Any delay in return can cause ambiguity in responsibilities thus will result in a **non-refundable return.**

d. Return Address and Shipping Label:

All Warranty Returns **MUST attach the following label on the outside of the package.** Lack of below proper shipping label can NOT be received at TDI and thus will be returned to you.

Torin Drive International LLC
Attention: Field Service
RMA#: XXX
7598 A E Beaty Drive, #102
Bartlett, Tennessee 38133.

e. Warranty Claim Form

Please include a copy of the Warranty Claim Form inside the package

f. Shipping Cost

Customer will arrange return shipment on its own account. Customer will provide the original freight invoice to TDI for reimbursement should the returned item is determined to be covered by Warranty. TDI can NOT arrange the shipment for any warranty return.

2. WARRANTY CLAIM PROCEDURE

- a. Customers that need to file a warranty claim against a purchased Torin Drive International LLC (TDI) product or part that is still within the warranty period need to fill out the Warranty Claim Form and send to TDI Field Service department at: support@torindriveintl.com
- b. Additional information may be requested by TDI following the submission of the Warranty Claim Form (i.e. pictures, videos, etc.). Warranty claim will NOT be accepted until all requested items are submitted per TDI's requirement.
- c. Once the warranty claim is accepted, TDI will send a **Claim #** to the customer. Please always use this number for tracking the claim status.
- d. Any items to be returned for warranty related reasons MUST STRICTLY follow TDI's **RETURN INSTRUCTION.**
- e. If customer needs any replacement product or part
 - i. Customer will be sent a quote on the replacement part,
 - ii. TDI will need a valid purchase order or advance payment (for non-credit customers) before the replacement part can be shipped.
 - iii. TDI standard shipping method for small parts is 2-3 days. Customer agrees to pay any additional freight cost for expedited delivery such as overnight delivery. Note certain parts cannot be overnighted or expedited due to size and weight limit.
 - iv. If it is later determined the part is covered by warranty, a credit or refund will be provided to the customer. However customer can NOT delay or refuse the payment of the replacement part when the claim is still pending.
 - v. In order for the warranty claim to be accepted and qualified for the refund, customer may be required to return the defective product to TDI. In this case, Customer has up to 30 days to return the part from the day the claim # is provided. Failure to do so may void the warranty claim.
- f. If Customer needs any on-site service to be performed by TDI field service managers,
 - i. Customer will be sent a quote on the service and expenses.
 - ii. TDI will need a valid purchase order or advance payment (for non-credit customers) before the service can be scheduled.
 - iii. Field service is NOT covered under TDI product warranty. If it is later determined at TDI's discretion that the service is to be provided as courtesy related to a warranty claim, a credit or refund will be provided to the customer. However customer can NOT delay or refuse the payment of the service ordered when the claim is still pending.
 - iv. In order for the warranty claim to be accepted and qualified for the refund, customer may be required to return the defective product to TDI. In this case, Customer has up to 30 days to return the part from the day the claim # is provided. Failure to do so may void the warranty claim.
- g. TDI will provide a Warranty Report within **60 days** from the day the **Claim #** is provided, under the condition that the customer provides all information accurately and timely, and that the returned material is received within 30 days of the day **Claim #** is provided.

- i. The warranty report will state whether the claim is covered under warranty and any findings related to the warranty claim.
- ii. If it is covered under warranty you will be credited the full dollar amount for the replacement part and any return freight cost.
- iii. Common examples of items NOT covered under warranty (There are other scenarios where the item will not be covered under warranty that are not listed below)
 - 1. Encoder suspected bad but tested good
 - 2. Brake not picking but found to be misadjusted
 - 3. Brake not holding load but tested good (normally a case where the elevator system has an imbalance)
 - 4. Item showing sign of damage caused by mishandling by the customer.
 - 5. Item being applied incorrectly.
- iv. For products sent to TDI that is NOT covered under warranty, TDI can send the products back using customer's freight account or scrap the products, if no instruction is given by the customer, after 15 days from the date warranty report is sent.