**RE-TEK RMA POLICY**

**Introduction:**
Our Return Merchandise Authorization (RMA) policy ensures that our customers have a straightforward process for returning products that meet certain criteria. This policy outlines the procedures and conditions under which returns are accepted.

**Eligibility:**
Products eligible for return include defective items, products shipped in error, and items returned within 30 days of purchase in unused condition with original packaging.

**Initiating an RMA:**
Customers must initiate the return process by emailing our customer service department or their Re-Tek salesperson. Customers must identify the reason for the return and attach a test report if they claim the product is defective and not functioning as designed. The customer is responsible for conducting a visual inspection of all products purchased from Re-Tek. If product damage is claimed, then it is the responsibility of the customer to initiate the RMA immediately. The customer violates Re-Tek’s RMA policy and negates a refund if they claim product damage but then ship the product to its customer.

If warranted, an RMA number will be issued by Re-Tek.

**Return Conditions:**
Returned products must be in the same condition as when Re-Tek shipped the product and in the original packaging. Any product alteration in any form invalidates the RMA.

**Return Shipping:**
Customers are responsible for return shipping costs and the Re-Tek issued RMA number must be clearly marked on the outside of the box.

**Re-Tek Product Evaluation of RMA’s:**

Re-Tek initially conducts a visual test of all returned products. Products showing signs of misuse, alteration, or damage violate RMA policy and will not be eligible for a refund. Products that pass visual inspection then will be functionally tested by Re-Tek or a trusted independent test lab. If the products pass visual inspection and functional testing a refund will be processed