



INVENTORY POLICIES

Return Policy

All return requests must be submitted to returns@mtscnc.com. Approved returns will be assigned a Return Merchandise Authorization (RMA) number. Credit will not be issued without a valid RMA.

Return Requirements

- Requests must be submitted within 30 days of the original purchase date.
- Provide the Part Number and Work Order Number or Invoice Number with your request.
- Returns requested after 30 days will not be accepted.
- Items received without an RMA or shipped to the wrong location may be subject to forwarding and processing fees.

Unused Parts Returns

- All approved returns are subject to a 20% restocking fee.
- Parts must be unused and untested.
- Electronic parts must remain sealed and unopened in their original packaging.
- Credit will be issued after inspection and approval of the returned item.

COR (Core Exchange) Returns

- COR parts are invoiced at the exchange price plus the COR charge.
- COR credit will be issued after the returned core is received and processed.
- Returned COR parts must be shipped directly to Haas Automation in Oxnard, California.
- COR parts incorrectly shipped to HFO-Anaheim may be subject to forwarding and processing fees.
- All shipping costs associated with COR returns are the responsibility of the customer.

Tooling Returns

All tooling sales are final and are not eligible for return or credit.

Warranty Policy

Parts ordered and installed by HFO-Anaheim technicians are covered by a 90-day parts and labor warranty unless one or more of the following conditions apply:

- The reported issue is determined not to be a warranty-related failure.
- The part was not diagnosed and installed by an HFO-Anaheim technician.
- The part was installed by a third-party service provider.
- The part was installed, modified, or handled by the customer.



Parts purchased for customer installation are sold without warranty, regardless of failure date or operating time.

Shipping Policy

- All parts shipped through HFO-Anaheim are insured for the full value of the order unless the customer elects to opt out.
- In the event of loss or damage during transit, reimbursement may be available subject to carrier claim approval.
- Insurance charges are added to shipping costs and are subject to carrier rate changes.
- Customers may opt out of shipping insurance by notifying HFO-Anaheim at the time of order placement. The opt-out preference will remain on file for future orders.
- Orders shipped without insurance are limited to a maximum carrier reimbursement of \$300, regardless of the value of the shipment.
- HFO-Anaheim primarily ships via UPS. Customer FedEx accounts may only be used when parts are shipped directly from Haas Automation in Oxnard due to local stock unavailability.

Declared Value Insurance Charges (as of January 16, 2026)

Declared Value	Additional Fee
\$0.00 – \$300.00	\$1.02
Over \$300.00	\$1.10 per additional \$100.00 of declared value