



## Bonitron Return Policy

### An RMA Number is Required

BONITRON ACCEPTS RETURNS FOR STANDARD STOCKED MODULES. CUSTOM-ORDERED OR MODIFIED MODULES CANNOT BE RETURNED. TO REQUEST AN RMA NUMBER, PLEASE EMAIL BRAD FERRER AT [bferrer@bonitron.com](mailto:bferrer@bonitron.com) WITH THE SUBJECT LINE "RMA REQUEST" AND INCLUDE YOUR ORDER NUMBER, MODEL, AND SERIAL NUMBER. THANK YOU.

### Uninstalled Modules

- **Condition:** Modules must remain in their original shipping containers to qualify as uninstalled.
- **Credit Issuance:** Credits for new, unused modules will be issued subject to the following conditions:
  - **Assessment:** A product's condition, serial numbers, and shipment dates are assessed before issuing credit.
  - **Credit Amount:** Calculated by subtracting applicable restocking fees and any damage from the purchase price, as well as the cost of original packaging. Shipping charges are not refundable.
- **Restocking Fees Based on Time Since Shipment:**
  - **Less than 3 months:** 10%
  - **Less than 6 months:** 25%
  - **Less than 12 months:** 40%
  - **Less than 18 months:** 50%

### Installed Modules

- **Credit Issuance:** Credits may also be issued for installed modules, subject to the following conditions:
  - **Assessment:** A product's condition, serial numbers, and shipment dates are assessed before issuing credit.
  - **Credit Amount:** Calculated by subtracting applicable restocking fees and any damage from the purchase price, as well as the cost of original packaging. Shipping charges are not refundable.
- **Restocking Fees Based on Time Since Shipment:**
  - **Less than 3 months:** 15%
  - **Less than 6 months:** 35%
  - **Less than 12 months:** 50%
  - **Less than 18 months:** 75%