

Hamilton RMA and Warranty Policy Revised May 17th, 2023

- Hamilton will repair or replace at our discretion any Hamilton product that fails due to materials or workmanship within *14 Months from the Ship Date*.
- Hamilton's Warranty Policy covers product only, no labor expenses incurred in the field will be covered under warranty.
- RMA Numbers are issued to ensure the proper handling of a return. The final disposition regarding warranty claims or credit requests are not guaranteed until the proper Hamilton personnel authorizes such.
- Items returned for any reason MUST receive an RMA Number from Hamilton. Any equipment returned to Hamilton without an RMA Number will be returned to the sender at the sender's expense.
- Items must be returned within 60 days from the RMA issue date, or within 60 days of the replacement order ship date.
- Please see attached RMA Form for the Information Required for an RMA Request.

1 ADVANCE REPLACEMENTS (WITHIN 90 DAYS OF SHIPPING)

If an item is found to be "bad out of the box", please contact your Channel Partner Manager for an RMA Number and replacement immediately. The replacement will be sent in advance of returning the defective item. Hamilton will issue an RMA Number for returning the defective item as well as provide a pre-paid shipping label to return the defective item. Credit will be issued upon the return and verification of the defective item. Items returned as bad out of box that are inspected and found to be good "no problem found" will be returned to you, after you have been notified, and the advanced replacement order will be a valid invoice.

2 WARRANTY REPAIRS (BETWEEN 91 DAYS AND 14 MONTHS OF SHIPPING)

If an item is found to be defective, please contact your Channel Partner Manager for an RMA Number to return the item for repair. Hamilton will issue an RMA Number for returning the defective item as well as provide a pre-paid shipping label to return the defective item. Hamilton will repair, or replace at our discretion, any product that has failed within the warranty period. The final disposition as to the warranty claim will be decided once Hamilton has inspected the item.

Any item requiring repair is not returnable for credit. It will be repaired or replaced.

3 RETURN FOR CREDIT (LESS THAN 120 DAYS OF SHIPPING)

If you are requesting to return an item for credit, please contact your Channel Partner Manager for an RMA Number to return the item. All standard equipment and parts returned for credit are subject to a *25% restocking fee*. The final disposition as to the credit return will be decided once the appropriate Hamilton personnel has inspected the item. Equipment returned for credit must include all parts, packing materials, documents, etc. in the original UNMARKED box in new, unused condition. Products over 120 days from ship date CANNOT be returned for credit. If the items are not approved for credit after inspection, they will be shipped back to you at your expense.

**** Custom equipment and tubing CANNOT be returned for credit. ****

4 FREIGHT DAMAGE

Hamilton ships FOB Origin. You are responsible for all freight damages. RMA Numbers will not be issued for freight damage or damage in shipping. Freight damage claims are your responsibility.

5 CHARGEABLE REPAIRS

****As of May 2023, Hamilton will no longer be offering Chargeable Repairs. ****