

AMERICAN MACHINE SPECIALTY LLC RETURN POLICY

Seller offers a 60-day return policy on most products. Manufacturer restrictions apply to certain merchandise, as detailed below and as updated from time to time. Customer may obtain additional details and any applicable updates from the Seller by reaching us at (201) 664-2100 or by emailing info@amsconj.com.

1. Return Restrictions

- Defective Product Returns. Customer may return dimensionally defective products to Seller within one (1) year from receipt of parts and receive credit, replacement, or repair. No returns will be accepted beyond the one year time allowance.
- Non-Defective Product Returns. Non defective product returns are defined as those that are dimensionally correct but might show minor signs of cosmetic fault. Customer may return most non-defective products directly to Seller within sixty (60) days of receipt of parts and receive either credit or exchange. Non-Defective products will not be accepted for return beyond 60 days from receipt of parts.

2. Customer Shipment of Returned Merchandise

- Return Merchandise Authorization (RMA) number. No returns of any type will be accepted by Seller unless accompanied by a unique RMA number, which Customer may obtain by providing the following information to American Machine Specialty: Applicable packing slip#, Customer po#, and details of Customer's issue with the product.
- Responsibility for Shipping Costs. Seller will only be responsible for all shipping costs associated with defective products returns. All shipping costs associated with Non-Defective product returns are the responsibility of Customer.

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3. Merchandise Damaged in Transit

● Refusal/Receipt of Damaged Products. If a package containing items purchased from Seller arrives at Customer's address DAMAGED, Customer should REFUSE to accept delivery from the carrier. If Customer does accept delivery of such package, Customer must: (i) note the damage on the carrier's delivery record so that Seller may file a claim; (ii) save, as is, the merchandise AND the original box and packaging it arrived in, and (iii) promptly notify Seller either by calling American Machine to arrange for carrier's inspection and pickup of the damaged merchandise. If Customer does not so note the damage and save the received merchandise and does not so notify Seller within (15) days of delivery acceptance, Customer will be deemed to have accepted the merchandise as if it had arrived undamaged, and Seller's regular return policy, as described in Sections 1 and 2 above apply.