

### REPAIR AND/OR SERVICE POLICY

Subject to the terms and conditions listed below, during the warranty period, OleumTech will repair or replace, at its sole discretion, warranty work free of charge on any defective products.

OleumTech agrees to pay for the return shipment once repaired, while the shipment in route to OleumTech will be paid for by the customer.

In the unlikely event that there is an issue with OleumTech products, before a product can be returned to OleumTech for repair, upgrade, exchange, or to verify proper operation, the issue must be verified by a technical support representative.

Sufficient information must be obtained by the technical support representative in order to verify the product issue. Once a product issue has been confirmed, a Return Material Authorization (RMA) number may be assigned.

The RMA MUST contain the part number, serial number, and the description of the problem available for technical support. Prior authorization MUST be obtained for all returns, exchanges, and/or credits.

You may obtain an RMA number by contacting technical support by:

**A. Phone**

Call OleumTech Technical Support at 949-305-9009 or 866-508-8586 (Toll-Free).

**B. E-Mail**

E-Mail [RMA@OleumTech.com](mailto:RMA@OleumTech.com)

Customer shall prepay shipping charges for products returned to OleumTech for warranty service. Products returned will be tested to verify the defect. Upon verification of the defect, the product will be repaired, exchanged, or credited to customer's account, at the sole discretion of OleumTech, and return shipping charges, if any, will be the responsibility of the customer. OleumTech reserves the right to issue a credit only in lieu of a replacement.

## FACTORY RETURNS

We recommend you retain the original packaging for a period of at least 90 days after purchase, in the unlikely event that your product has to be returned to the factory for service or repairs. If the original packaging material is not available and a factory return becomes necessary, ensure adequate protection of return product against damage during shipping. Consult factory representative for additional packaging related instructions.

Failure to properly package and adequately protect returned products from shipping related damage may result in additional service and/or repair cost and may void the warranty.

In the unlikely event that OleumTech misplaces an order, OleumTech assumes full responsibility for shipping costs.

## RESTOCKING FEES

The return of all products unless defective is subject to OleumTech approval. If a product is authorized for return, a 25% restocking fee may be applied subject to OleumTech discretion. The restocking fee is calculated based on the original purchase price. Requests for returns may be made within 30 days of shipment date. Level Sensors, pressure transducers, and custom special orders are excluded and cannot be returned.

## NON-WARRANTY RETURNS

For services that are required outside of the warranty period, a charge for parts, labor, and shipping may be applied. A minimum inspection and labor fee per unit will be charged for any authorized non-warranty return. Applicable charges will be quoted when a RMA has been received and tested. Charges may vary based on actual product condition.

Non-warranty repairs and refurbished units are warranted for 1 year from the date of repair or refurbishment.

3rd party products are excluded from OleumTech's RMA policy. Instead, the 3rd party product manufacture must be contacted for RMA warranty repairs and/or replacements.