

RMA Request Instructions

IMPORTANT: You must obtain an RMA number from Barber Nichols before shipping any unit to Barber-Nichols. This applies to all unit returns, including warranty repair/replacements and non-warranty evaluation and repair.

Upon receipt of the RMA number:

- Product must be clean and empty of fluids
- Package product to avoid handling and FOD damage
- RMA number must be written and visible on the outside of the container
- Ship Prepaid Freight to the following address:

Barber-Nichols

Attn: Services Department

6325 West 55th Avenue

Arvada, CO, 80002

Note: Barber Nichols will not accept charges for freight due, unless specifically agreed upon by Barber-Nichols

Out of Warranty Process Terms

Out of warranty repairs are subject to a non-refundable evaluation fee of **\$2,500.00 per unit** (Evaluation Fee), *in addition* to actual repair costs. Upon receipt of the returned Unit [or delivery of the evaluation report], Barber-Nichols will issue an Invoice for the evaluation fee, net 30 day payment terms. **Repaired units are additionally warranted for the repaired/replaced component(s) only for a period of sixty (60) days from date of delivery of the repaired device, regardless of warranty status, unless the components sustain additional damage due to accident, abuse, misapplication, or if the equipment has been modified, unless expressly agreed to by Barber Nichols.**

If a unit is being returned for a pre-determined scope, such as a standard overhaul, BN Sales may provide a quote for the full service before commencing the evaluation. In this scenario, BN Sales reserves the right to update the quote if additional scope is discovered during the evaluation process.

The customer may authorize BN Sales to proceed with the full repair before placing a purchase order (PO) for the entire cost of the repair, which may be up to 50% of the replacement cost of the unit (“authorization to proceed” or ATP). To provide such authorization, the customer must submit written direction to BN Sales explicitly indicating their acceptance of the quoted amount and their commitment to pay for the repair services. Upon receiving ATP, BN Sales will proceed with the full repair as outlined in the agreed-upon quote. Once a unit has been evaluated, Barber Nichols will provide a binding repair quote for non-warranty repairs (Repair Quote), which quote is valid for 30 calendar days (Validity Period). **Authorization to Proceed (ATP) with the repair must be received within 30 days of your receipt of the repair quote. Otherwise, your credit card will be charged a storage, handling, and insurance fee of \$250.** We will proceed with the repair once payment has been received (for pre-pay customers) or once a purchase order has been received showing a funded repair (for customers on credit terms with Barber Nichols). **If a customer decides not to proceed with a repair once the repair quote is provided, or if the customer fails to provide ATP within the Validity Period, the unit may be scrapped by Barber Nichols at no cost** or returned to the customer after receipt of the evaluation fee (freight paid by customer, or a UPS/FedEx shipping account provided). Even if the unit is scrapped, the Evaluation fee is still owed to Barber-Nichols.

Payment

For all non-warranty repairs, Barber Nichols must receive a signed purchase order for the repair cost (if customer

has payment terms with Barber Nichols), a completed credit card authorization form, a check, or a wire transfer, before repairs will be completed. You will be invoiced for the repair amount plus Barber Nichols's shipping costs. Any of the foregoing payment methods shall also constitute ATP.

Return Shipping

For warranty repairs, Barber Nichols will assume all return shipping and handling costs. Repairs will typically be return-shipped as ground, unless another method is approved by sales or support. Customers may also provide UPS or FedEx shipping numbers and specify an alternative method.

For non-warranty repairs, please inform Barber Nichols Technical Support of the preferred shipping method, including any shipping information such as shipping account numbers. Barber Nichols will use ground in the absence of such information.