



## Important Notice

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.

## Shipping Instructions

Once you receive the RMA number:

- **Product Preparation:** Ensure the product is clean and free of fluids.
- **Packaging:** Package the product securely to prevent damage and Foreign Object Debris (FOD).
- **RMA Number Display:** Clearly write the RMA number on the outside of the shipping container.
- **Freight:** Ship prepaid to the following address:

**Barber-Nichols**

Attn: Services Department

6325 West 55th Avenue

Arvada, CO, 80002

**Note:** Barber-Nichols will not accept freight charges unless specifically agreed upon.

## Out of Warranty Process and Terms

Evaluation Fee and Repair Costs:

- Out-of-warranty repairs require a non-refundable evaluation fee of \$2,500.00 per unit, in addition to actual repair costs, unless expressly agreed to by Barber-Nichols.
- Upon delivery of the evaluation report, Barber-Nichols will issue an invoice for the evaluation fee with net 30-day payment terms.

## Repair Quote and Validity Period

- After evaluation, Barber-Nichols will provide a binding Repair Quote for non-warranty repairs (Repair Quote), valid for 30 calendar days (Validity Period).
- If the return is for a predetermined scope (e.g., a standard overhaul), Barber-Nichols may provide a quote before the evaluation.
  - Barber-Nichols reserves the right to adjust the quote if additional scope is identified during evaluation.
- Customers may authorize Barber-Nichols to proceed with repairs before issuing a purchase order (PO) for the cost of the repair ("Authorization to Proceed" or ATP).
  - To provide ATP, customers must submit written acceptance of the quoted amount, confirming their commitment to pay for the repair services.
  - Once ATP is received, Barber-Nichols will proceed with repairs as quoted.

## Storage and Handling Fees

- ATP must be received within the quoted Validity Period. If ATP is not received:
  - A storage, handling, and insurance fee of \$250 per month will be invoiced in addition to the Evaluation Fee.
  - The unit may be scrapped at no cost or returned after payment of the evaluation fee and shipping costs.
    - Before scrapping the unit, Barber-Nichols will provide written notification to the customer, giving a final opportunity to:
      - Authorize the repair by providing ATP,
      - Arrange for the return of the unit (freight paid by the customer), or
      - Otherwise respond within 15 calendar days

- If no response is received within this timeframe, the unit will be scrapped, and the evaluation fee will still be owed to Barber-Nichols

## Payment Terms

For non-warranty repairs, Barber-Nichols requires one of the following before completing repairs:

- A signed purchase order (for customers with payment terms)
- A completed credit card authorization form
- A check or wire transfer

**Note:** Any of the above payment methods also constitute ATP.

## Repair or Overhaul Warranty

- Repaired units are warranted only for the repaired or replaced component(s) for **twelve (12) months** from the date of delivery. Warranty terms per the respective Installation, Operation, and Maintenance Manual apply.
- Unless expressly agreed to by Barber-Nichols, this limited warranty is void if the component sustains additional damage due to accident, abuse, misapplication, or unauthorized modifications.

## Return Shipping

Warranty Repairs:

- Barber-Nichols covers all return shipping and handling costs.
- Units are typically shipped via ground, unless another method is approved by Barber-Nichols.

Non-Warranty Repairs:

- Customers should inform Barber-Nichols of their preferred shipping method and provide shipping account numbers if applicable.
- Ground shipping will be used if no shipping instructions are provided.