



CUSTOMER RETURNS POLICY & GUIDELINES FOR PHYSICAL RETURNS

WAI remains committed to providing our customers with the highest quality products in the industry. In our continuing efforts to be best in class in today's market, WAI has revised our Customer Returns Procedure to reflect our commitment to quality and customer service.

Our goal is to provide you with an RMA # for return within 72 hours of your request and issue a credit within 30-days of receipt and inspection.

If you have a product that needs to be returned for one or more of the reasons listed below, please contact the Customer Service Team at 1-800-877-3340 and provide them with the following:

- Customer Name and Account Number (BPC/Business Partner Customer Number)
- WAI invoice number
- Part number, quantity of product, and return reason (ie. Warranty, Order Discrepancy, etc.)

All return requests will be reviewed and credit will be issued under the following conditions:

- All returned product must be pre-authorized by WAI through the issuance of a Returns Material Authorization (RMA) number.
- Product may only be returned after the customer is in receipt of our RMA number. Product returned without prior authorization number will result in a denial of credit.
- When returning product, the RMA number **must be clearly marked** on the outside packaging of the returned item(s) and is to be referenced in all communications regarding the return.
- RMA numbers are valid for 30 calendar days from the date of issue. After 30 calendar days, the RMA will be canceled. Item(s) returned with a canceled or invalid RMA number referenced will be deemed ineligible to process and returned to the customer. Customer must request a new RMA number prior to returning the goods.
- Customer must notify WAI of transit damage and/or delivery discrepancies within ten days of the receipt of the goods. Claims or RMA requests received after the ten day window of receipt will result in denial of credit.

All product must be returned in accordance with the “Guidelines for Physical Returns” included on pages 3 and 4.



Warranty Returns

Warranty can be returned up to one year from customer date of purchase. Upon receipt, inspection must indicate a complete part with no tampering or evidence of abuse. Parts with missing components are not eligible for warranty return. All parts must be identified with WAI part number, and in original packaging if available. All warranty returns will be bench tested to confirm true defects. If the returned product is found to be correctly supplied and/or free from defect, or if any of the aforementioned conditions apply, WAI reserves the right to deny the credit and return to customer at customer expense.

Return Discrepancies

All return discrepancies, including unauthorized items not originally on the approved RMA, item shortages and overages, or non-WAI product will be communicated to the customer. If WAI does not receive a response within 10 business days (ship back at customer expense, scrap, or other instruction), WAI will determine disposition of such product and credit will not be issued. Customer communication regarding return discrepancies will be reviewed to determine if item(s) in question are eligible for credit, and if not eligible, items will be returned to customer at customer expense.

Following the above return guidelines will ensure that each issue is addressed efficiently and in a timely manner. Noncompliance will result in delays and possible rejection of credit. We are making every effort to enhance the quality and service levels at WAI and appreciate your continued support.

If you have any questions, need additional information, or have a specific request, please contact the Customer Service Team at 1-800-877-3340.



GUIDELINES FOR PHYSICAL RETURNS

No loose parts in shipping container. Parts must be packed in a way not to produce any damage. Light parts on top of heavy parts.

All parts must be identified with WAI part number. If the item does not have original packaging, the item must have WAI part number identification on each piece.

RMA # must be written on the outside of the shipping container.

Multiple RMA's per shipping container must be clearly separated by RMA inside the shipping container.

PLEASE REFER TO PAGE 4 FOR VISUAL EXAMPLES OF ACCEPTABLE AND UNACCEPTABLE PRODUCT RETURNS.

CORRECT PART ID

WAI PART TAG ON UNIT IN BOX WITH PART NUMBER ON BOX



CORRECT SHIPPING CONTAINER LABELED
RMA NUMBER ON CONTAINER



CORRECT PARCEL/ FREIGHT PACKING AND PRODUCT ID



CORRECT FREIGHT RETURN WARRANTY PACKAGING LAYERED & DIVIDED TO REDUCE DAMAGE



INCORRECT RETURN PACKAGING

