



ENVIRONMENTAL ♦ INC.

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Standard Return Policy

Scope

This policy applies to customers, resellers, and representatives. Manning does not authorize any other persons to make warranties or representations on its behalf.

General

1. A Return Material Authorization (RMA) number must be obtained prior to sending any items to Manning for repair or replacement. To obtain a RMA, contact the Service Department at 512-863-9337 x205. Please have the model number, part number, serial number and date of purchase available for sampler returns.
2. Manning does not routinely offer returns for 'credit only' on samplers. Service parts and accessories being returned for credit may be subject to a restocking fee of 20%. In any event, no credit will be issued for shipping charges.
3. Prior to issuance of an RMA number, Manning reserves the right to have direct contact with the customer, to assist in resolving the issue surrounding the return.
4. RMA's are valid for a period of forty-five (45) days.
5. **Manning will refuse shipment on any items returned without a RMA number.**

Warranty Returns

1. Warranty returns are subject to the terms and conditions of Manning's Warranty.
2. In the event Manning agrees to replace an item under warranty, Manning may require the defective item to be returned prior to issuance of a replacement.

Non-warranty Returns

1. Items being returned for repair, or upgrades not under warranty are subject to the General section listed above.
2. After the item(s) are evaluated, the customer is contacted and given an estimate. If the customer declines to have the work performed and desires to have the item(s) returned, return shipping is then the responsibility of the customer.
3. If the item(s) are deemed non-repairable, the customer has the option of having it returned (see 2 above), or having it disposed of by Manning.
4. Manning warranties service work, against faulty workmanship and/or material for a period of thirty (30) days from completion of the work, unless otherwise stated in writing. Warranty provided for service is expressed for the work identified and performed only.

For Manning Representatives and Resellers

In order to adequately determine if a product is under warranty and to provide proper warranty support, Manning requires a point of sale report. The point of sale report should include, but is not limited to the following: A) serial number, B) date of purchase, C) model number, and D) complete customer contact information. This report can be provided on a monthly or quarterly basis, depending upon representative or reseller's access to this data and is a requirement of continued representative and reseller relationships with Manning.