



METRON FPC RETURN GOODS POLICY AND PROCEDURE

PLEASE RETURN THE DAMAGED GOODS ALONG WITH A COPY OF THE METRON RETURN AUTHORIZATION FORM TO METRON, ATTN. SERVICE DEPARTMENT. THE AMOUNT OF CREDIT TO BE ISSUED WILL BE DETERMINED BY THE CONDITION AND COMPLETENESS OF THE PARTS IN QUESTION. RETURNS OVER 30 DAYS MAY BE CHARGED A 15% RESTOCKING FEE. RETURNS EXCEEDING 180 DAYS WILL REQUIRE MANAGEMENT APPROVAL BEFORE IT CAN BE PROCESSED. RETURNS WILL NOT BE ACCEPTED IF ALL OF THE FOLLOWING REQUIREMENTS ARE NOT COMPLETED:

- FULLY COMPLETE ALL SECTIONS OF THE RETURN AUTHORIZATION REQUEST FORM AND PLACE INSIDE THE PACKAGE.
- PLACE A COPY OF THE ORIGINAL INVOICE INSIDE THE PACKAGE FOR THE ITEMS BEING RETURNED.
- RGA NUMBER BOLDLY WRITTEN ON BOTH THE PACKAGE SLIP AND THE OUTSIDE OF THE PACKAGE TO THE ATTENTION OF "FPC SERVICE DEPARTMENT".
- RETURN ALL CIRCUIT BOARDS INSIDE AN ANTI-STATIC BAG PROPERLY SEALED.
- ALL FPC CIRCUIT BOARDS NEED TO BE RETURNED WITH ALL THE FUSES, SHUNTS, JUMPERS AND SDCARDS INTACT. ANY MISSING ITEMS MAY PREVENT PROCESSING THE RETURN.
- **CREDIT WILL BE DENIED FOR ANY MOTHERBOARD REV. 3 OR HIGHER THAT IS RETURNED WITHOUT AN SDCARD.**
- ALL ITEMS RETURNED MOST BE CAREFULLY PACKAGED AS TO AVOID ANY SHIPPING DAMAGE. CREDIT WILL BE DENIED FOR CIRCUIT BOARD, SOFT START OR ATS THAT IS RECEIVED DAMAGED DUE TO POOR PACKAGING.
- ONLY ITEMS LISTED ON THE RA REQUEST FORM WILL BE PROCESSED. ANY ADDITIONAL ITEMS RETURNED THAT HAVE NOT BEEN AGREED UPON BY METRON WILL BE DISCARDED AT SENDERS EXPENSE.

NO CREDIT WILL BE AUTHORIZED ON THE FOLLOWING CLAIMS:

- RETURNS OUT OF WARRANTY (EXPIRED OR VOID).
- RETURNS WITHOUT PROPER AUTHORIZATION NUMBER.
- **CIRCUIT BOARDS RETURNED WITHOUT AN SDCARD AND WITHOUT AN ANTI-STATIC BAG.**
- INVALID OR NON-CURRENT PART NUMBERS.
- SPECIAL ORDER ITEMS.

CREDIT OR EXCHANGE WILL BE ISSUED UPON METRON'S INSPECTION AND APPROVAL. METRON RESERVES THE RIGHT OF FINAL APPROVAL ON ALL RETURNS. ALL RETURNS ARE SUBJECT TO A 25% RESTOCKING FEE. PLEASE RETURN ITEMS(S) WITH RGA NUMBER MARKED ON THE OUTSIDE OF THE BOX TO THE ADDRESS LISTED BELOW:

**METRON INC.
SERVICE DEPARTMENT
1505 W. THIRD AVE.
DENVER, CO 80223**

