



Tronair, Inc. Return Material Authorization (RMA) Procedure

The following outlines the process to submit an item to Tronair for return or repair. This process must be followed or an unauthorized return fee will be charged.

- 1) Submit a ticket to the Tronair Product Support Group Self Service Portal or send an e-mail to productsupport@tronair.com providing the following information:
 - a) Company billing and shipping addresses, complete with contact names and phone numbers
 - b) Model number and serial number of the unit(s) being returned or the unit that the part is from
 - c) The quantity being returned
 - d) Brief description of the problem
 - e) Your purchase order number to track charges against
- 2) You will immediately receive an e-mail confirmation with your ticket number.
 - a) **All returns must be authorized and have a ticket number prior to sending the item(s) to Tronair.**
 - b) If an item(s) is returned to Tronair **without** prior authorization there will be an additional non-authorized return fee of \$100.00.
 - i. When items are returned for repair without prior authorization, the non-authorized return fee will be in addition to any repair charges.
 - ii. When items are returned for credit without prior authorization, the non-authorized return fee will be deducted from any refund.
- 3) Package the item(s) for safe transportation to Tronair and include the ticket number on the outside of the package as well as on all paper work. Ship to:

Tronair, Inc.
1 Air Cargo Pkwy East
Swanton, Ohio 43558, USA
Ticket #xxxxx
- 4) All returned items must be sent back with freight prepaid. If it is determined that the item is covered under warranty then Tronair will return the repaired/replacement item back to the customer freight prepaid in accordance with Tronair's warranty statement.
 - a) If items arrive in damaged or unusable packaging, an additional crating fee will automatically be applied to your order.
- 5) Once the item(s) is received at Tronair it will be quickly evaluated and a quotation of the estimated cost to repair will be sent back to you for approval.
- 6) Once the approval is received back at Tronair the item(s) will be repaired and sent back to you per your shipping instructions and Tronair's policy.
- 7) If an item is returned for repair and then the customer declines the repair a minimum inspection fee will be charged. The exact inspection fee varies depending on the equipment, and will be quoted at the time of obtaining a RMA number. Material can be either returned to customer as is or disposed of at Tronair.