



WARRANTY EXCHANGE POLICY

THE POLICY

This policy defines the conditions under which authorized Customers of Mitsubishi Electric Automation, Inc. (MEAU), Technical Service & Support (TSS) may return products within the Warranty Exchange policy. This policy applies only to: Variable Frequency Drives, Programmable Controllers, Operator Interfaces (HMI's), and General Purpose Servo Products sold and normally stocked by MEAU, Vernon Hills, Illinois location. Requesting a Warranty Exchange replacement product and Exchange Return Material Authorization (RMA) number implies the Customer's acceptance to the Warranty Exchange Policy, Publication P72-07X-TSSPTS-002_WarrantyExchangePolicy. This publication supersedes all previous versions and publications of the Warranty Exchange Policy.

PROGRAM PURPOSE

For breakdown situations when the User cannot operate without the product and the product is within Warranty period. All exchange items sent from MEAU are new products shipped from MEAU, F.O.B. Vernon Hills, IL warehouse against the customers submitted purchase order number and invoiced at the standard multiplier price upon shipping. Credit for the shipped replacement item is contingent upon the return of the failed item and warranty determination review by MEAU Technical Service & Support Repair Department.

EXCHANGE REQUIREMENTS & LIMITATIONS

Customer Account Number - Customers requesting Warranty Exchange must have a valid customer account with MEAU.

Allowable Products - This policy applies only to: Variable Frequency Drives, Programmable Controllers, Operator Interfaces (HMI), General Purpose Servo Products sold and normally stocked by MEAU, Vernon Hills, Illinois location. Non-stocked products are not eligible for Warranty Exchange.

Supplying Required Information - Customers requesting warranty exchange must complete ALL sections of the Warranty Exchange Request form. Warranty Exchanges will not be issued when required information is inaccurate or missing.

Exchange Purchase Orders - All Warranty Exchange requests are required to have an authorized & valid Customer exchange purchase order number. Warranty Exchanges will not be issued without the purchase order.

Customer's Responsibility To Validate Warranty Time - The Customer is responsible for supplying purchasing information (original purchase order number & date issued to MEAU) to validate the Warranty time period when purchased from MEAU. Warranty Exchanges will not be issued if warranty time cannot be validated.

Freight - MEAU will pay standard ground shipment if the returned product is found to be in Warranty. If Customer requests shipment for airfreight or special handling it will be added to the invoice or a collect number will need to be provided.

Requests Not Accepted For Warranty Exchange - Items with claims of shipping damage and/or missing parts, return of product for warranty failure credit, or unapproved updates for hardware, firmware and software.

EXCHANGE PROCEDURE

Complete Request Form - The Warranty Exchange Request form has five sections that require completion by the requesting organization: Bill To: Customer Contact Information Bill To: Account Information, Ship To: User Information, Purchase Order Information and Product Problem Information.

Fax Request - The request form can be faxed to the Technical Service & Support Department (847-478-2503), Vernon Hills, Illinois office or emailed to tssparts@meau.com. Without the written request, Exchanges will not issued and verbal requests will not be accepted. Technical Service & Support Department will issue, ship and invoice the Customer for the exchange product. TSS will also issue an Exchange RMA number and notify by return fax or email to the Customer.

FAILED PRODUCT RETURN SHIPPING REQUIREMENTS

Package item(s) correctly to prevent shipping damage. MEAU is not responsible for product damage due to incorrectly packaged items. Ship returning item freight prepaid as items sent freight collect will not be accepted. The Exchange RMA number must be clearly listed on the shipping label, carton-packing slip, and all Customs documents. MEAU is not responsible for items delayed or lost when the RMA# was NOT included with the returning product.

Ship all returns to the following address:

MITSUBISHI ELECTRIC AUTOMATION, INC.
ATTN: RMA# xxxxxxx
500 Corporate Woods Parkway
Vernon Hills, IL 60061-3108

FAILED PRODUCT EVALUATION

All products are subject to the respective Limited Warranty Policy and TSS shall make the final determination as to the application of warranty.

Returned Product in Warranty Condition - Customer's returned product found to be within Warranty will receive a credit against the exchange purchase order for the exchange product and standard ground freight (i.e. UPS Ground, Truck best way) charges. Customers that had exchange product shipped airfreight or special handling will not receive credit for freight charges.

Returned Products in Non-Warranty or No Problem Found Condition - Products returned and determined to be in Non-Warranty or No Problem Found (NPF) will not receive credit against the exchange purchase order. The Customer will be faxed or e-mailed a written statement notifying them of the situation, requesting for an approval of a Non-Warranty repair resolution at the predetermined flat rate price. The customer will have 5 days to fax or e-mail back accepting or declining the request. All items determined to be Non-Warranty by TSS Vernon Hills facility will be subject to Non-Warranty terms and conditions.

EXCHANGE CLOSING

Exchange Claims will close 30 days from RMA issue. Failed product not returned within 30 days from the exchange product shipping date, will not be eligible for credit after the exchange closing. Product returned and found in a non-warranty condition or No Problem Found condition will not be eligible for credit.

