

PRODUCT RETURN POLICY

- To obtain an RGA (Return Goods Authorization) number, call your **AMI**[®] representative. The RGA number must appear on all packages. All returned items must be new and unused.
 - Assembled items or kits consisting of multiple parts must be returned complete with all components present; otherwise, credit will not be issued.
 - All returns for credit or exchange without any error of Applied Membranes, Inc. are subject to a 25% restock fee.
 - All goods must be returned freight prepaid within 7 days of shipment. Freight will not be credited.
 - Returned goods must be properly packaged before shipment and arrive in good condition to be considered for a credit.
 - Claims for error in quantity or condition must be made within 10 days after receipt of the material. Applied Membranes will not be responsible for any claimed shortages not reported within this period.

- Claims for damages incurred in transit from the freight forwarder must be filed immediately and directly with the freight forwarding company. Please notify us if a claim has been made, so we can keep this for our records. Applied Membranes will offer as much assistance as possible. Damaged product will be picked up by the freight company once the claim has been issued.

**APPLIED
MEMBRANES INC.**