



REX POWER MAGNETICS

DIVISION OF TRANSFACTOR INDUSTRIES INC.
65 Basaltic Rd. Concord, ON, L4K 1G4 Canada
Tel: 905-695-8844, 1-800-387-2840 Fax: 905-695-8855
www.RexPowerMagnetics.com

RETURN POLICY

GOODS, MATERIAL or EQUIPMENT

Authority for return must first be obtained from Rex, if credit is to be allowed on all unused goods returned to the factory by the purchaser for reasons of its own. In addition to a restocking charge, the purchaser must pay the return transportation expense plus refurbish charges. No return for credit is accepted by Rex on used goods and custom-designed or special products.

Before returning any products to Rex a Returned Goods Authorization Number (RGA#) must be obtained from Rex Customer Service.

Returned goods procedures:

1. Products being returning must be suitably packaged to prevent shipping damage.
2. All documents and packaging must be clearly marked with the Rex RGA number.
3. Returned products must be shipped freight prepaid by the purchaser.
4. Even when an inventory rotation agreement is in place an RGA number is required.
5. All products being returned for credit must be unused and in original condition.
6. Only standard catalogue products may be returned for credit. Rex reserves the right to refuse any products returned for credit.
7. All returned products are subject to a minimum 20% restocking charge plus transportation charges.
8. Non stock, custom or built to order products cannot be returned for credit under any circumstances.
9. If products being returned for credit are deemed, after inspection, to be defective due to a defect in material or workmanship and are in accordance to Rex standard product warranty, full credit may be issued at Rex's discretion.
10. If the products being returned are deemed, after inspection to be defective due to customer error or other cause not related to Rex materials and workmanship, no credit will be issued.