

## **RETURN MATERIAL AUTHORIZATION (RMA) POLICY**

1. Request for return. Customer may request a return of esef Products. No Product may be returned to esef for credit without first being authorized in writing by the esef Customer Service Department (34899 Curtis Blvd., Eastlake, Ohio 44095; Phone - 440.510.0108; Fax - 440.510.0202). In the event that Customer requests a return as a result of purchasing incorrect Product or excessive quantities, esef (in its sole discretion) reserves the right to accept or deny such request.

2. RMA/Collection of Data. Upon approval by esef of any Customer request for a return, an RMA (Return Material Authorization) Number will be assigned and will be faxed or sent via email to the Customer, along with return shipping instructions. All Products must be returned within 60 days of esef issuing the RMA; Products returned after the 60 days will not be accepted and credit issued. Any unauthorized returns will be refused by esef's receiving department. Any returns without the RMA Number noted on the freight bill will be considered unauthorized. Requests for RMAs from Customers with delinquent accounts will not be issued. RMA's will not be issued for Products that have incurred damage during transit; such damage claims should be filed with the shipper.

3. Freight / Return / Restocking. If the customer seeks return of non-defective esef Products (e.g. customer ordered the wrong product or excessive quantities), the customer will (upon RMA approval) return the product to esef freight PREPAID. In the event that esef makes a shipping error, Customer may send their return back freight COLLECT by a carrier of esef choice.

Except for defective Products, Products returned must be in re-sellable condition and in the original packaging. If the returned Product is not in re-saleable condition upon receipt by esef, a credit WILL NOT be issued to Customer's account. In all cases, returned Product be repackaged (using stretch wrap or cardboard) to protect against damage during transit. Product returns damaged during transit will be refused by esef.

No cash refunds will be provided for returned Products. esef will issue a credit memorandum for any authorized Product return. Said credit memorandum will have no cash value and shall expire one (1) year after issuance. Authorized returns not accompanied by a new order of equal or greater value shall be subject to a restocking fee of 25% of the original sale price.

Returns due to claimed Manufacturer Defects should be returned freight COLLECT by a carrier of esef choice. Product(s) returned due to claimed defects will be inspected immediately upon return. If no defect is found, the customer shall be invoiced for the freight charges incurred by esef for the return of the Product.

4. Freight / Claims. All freight claims (damages, loss, etc.) for returned products are to be filed by Customer with the carrier.



34899 Curtis Blvd .. Eastlake, Ohio 44095  
PH 440.510.0108 .. FX 440.510.0202

## **RETURN MATERIAL AUTHORIZATION**

April 14, 2005

Jane Doe  
XYZ Company

Dear Jane,

In reference to your request for the return of (1) 10x44 Natural Vortech tanks, please use this letter as documentation authorizing this return. **Your RMA# is 240917CF-00199.** Please reference this number on all return shipping documents, and as authorization of this return. Please ship this back via **R&L Collect on account number ENPR34.** For reference, our receiving hours are 8:00 am - 3:00 pm and the address to return this product is:

esef, LLC  
34899 Curtis Blvd.  
Eastlake, OH 44095

**The product being returned must be repackaged (using stretch wrap or cardboard) to protect the product during transit or esef will refuse delivery of the return at your expense.**

esef must receive the product being returned within the next 60 days. If esef does not receive this return within 60 days, this RMA will become void, and no further return on the above item will be accepted.

**NOTE, FOR PRODUCT REFERENCED ABOVE THAT IS BEING RETURNED TO US FOR TESTING. THE NATURE OF THIS TESTING IS POTENTIALLY DESTRUCTIVE, OR THE TESTING COULD RENDER THE PRODUCT UNSAFE FOR FUTURE USE. THEREFORE, IT IS OUR POLICY THAT THE PRODUCTS RETURNED FOR TESTING WILL NOT BE RETURNED TO THE CUSTOMER.**

I trust that the above arrangements are satisfactory. Please contact me at 440-510-0108 x 101 or [amolica@enpress.com](mailto:amolica@enpress.com) whenever I can be of further assistance.

Sincerely,  
esef, LLC  
Anne Molica  
Logistics Coordinator

Cc: R. Pristas, B. Gillissie



34899 Curtis Blvd. .. Eastlake, Ohio 44095  
PH 440.510.0108 .. FX 440.510.0202

**RETURN MATERIAL AUTHORIZATION**

May 27, 2005

Jane Doe  
XYZ Company

Dear Jane,

In reference to your request for the return of (2) 10x44 Natural Vortech tanks, please use this letter as documentation authorizing this return. **Your RMA# is 240917CF-00199.** Please reference this number on all return shipping documents, and as authorization of this return. Please ship this back **Prepaid** with the carrier of your choice. Our receiving hours are 8:00 am - 3:30 pm and the address to return this product is:

esfef, LLC  
34895 Curtis Blvd.  
Eastlake, OH 44095

**\*\*The product being returned must be repackaged (using stretch wrap or cardboard) to protect product during transit or esfef will refuse delivery of the return at your expense.**

A 20% restocking fee will be deducted from any credit that is approved once our Receiving & Quality Assurance Departments have determined that the product is in saleable condition. **If the product is not in saleable condition upon receipt back to esfef, a credit WILL NOT be issued to your account.**

esfef must receive the product being returned within the next 60 days. If esfef does not receive this return within 60 days, this RMA will become void, and no further return on the above item will be accepted.

**FOR PRODUCT REFERENCED ABOVE THAT IS BEING RETURNED TO US FOR TESTING. THE NATURE OF THIS TESTING IS POTENTIALLY DESTRUCTIVE, OR THE TESTING COULD RENDER THE PRODUCT UNSAFE FOR FUTURE USE. THEREFORE, IT IS OUR POLICY THAT THE PRODUCTS RETURNED FOR TESTING WILL NOT BE RETURNED TO THE CUSTOMER.**

I trust that the above arrangements are satisfactory. Please contact me at 440-510-0108 x 101 or [amolica@enpress.com](mailto:amolica@enpress.com) whenever I can be of further assistance.

Sincerely,  
esfef, LLC

Anne Molica  
Customer Service Manager