

- 1) Goods will be accepted for return for the following reasons:
 - A. Transport damage
 - B. Engineering review
 - C. Arrived defective
 - D. Difference in quantity
 - E. Supplied by error
 - F. Ordered by error
 - G. Changed mind

To return goods, you must complete a Precision Tool Technologies RMA request form and receive an RMA number. This form can be obtained from our website www.precisiontooltech.com or by contacting a Customer Service Representative by telephone at **1-800-450-8665**.

Returns will not be accepted without an RMA number.

- 2) You will be asked to supply the following information on the form:
 - A. Reason you wish to return the goods;
 - B. Quantity, description, and part number of the goods;
 - C. Sales Order Number or Packing Slip Number or Invoice Number;
 - D. Instructions on whether to replace or credit order
- 3) Shipment must be sent prepaid by Customer. Freight collect shipments will not be accepted, and goods will be returned to sender.
- 4) Please pack all articles carefully to prevent damage in shipment (contact us if you need to replace original packaging). Label the package clearly with the RMA number and send it to:

Precision Tool Technologies
309 NW 13th Avenue
Little Falls, MN 56345
- 5) If the customer ordered product in error, or if the customer changed their mind the returned order is subject to a restocking fee:
 - A. 10% within 60 days from date of shipment
 - B. No return after 60 days
 - C. Goods must be returned unused, in the original carton, and in marketable condition
 - D. Refurbishing and replacement charges will be added to the restocking charges for damages or missing items
 - E. Custom requests cannot be returned
- 6) Please allow 3-5 days to receive your RMA number.