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KOBOLD Instruments Inc.
RETURN POLICY

Revision: 3.2 Revision Date: 06/01/2023

ONLY UNUSED ITEMS, in new, resalable condition can be returned for credit.

All returns to **KOBOLD** must be accompanied by an **RMA** (RETURNED MATERIAL AUTHORIZATION) number.

KOBOLD Instruments Inc. Customer service will issue an RMA (Returned Material Authorization) with a blank “Statement of Safeness” form to be completed as appropriate with information obtained from the End User.

All Returned material(s) without a completed Statement of Safeness form will not be processed.

For all returns the customer must supply the following information:

1. Customer name
2. Customer point of contact
3. Point of contact phone number
4. Point of contact Email address or Fax number
5. Item(s) to be returned
6. Quantity to be returned
7. Reason for return
8. Corrective action requested by customer.
9. Return ship to address for item(s)
10. Drop Ship address, if applicable

Restocking Policy

Returned material(s) for credit	Replace > or = Value of original material	Restock Fee As % of Invoiced Price
Stock	Yes	15%
	No	25%
Non-Stock (Standard) (No options, special scales, fittings, etc.)	Yes	30%
	No	50%
Non-Stock (Custom)	Yes	60%

Notes:

1. Any requested returns of quantity greater than 20 units or value greater than \$2,000.00 will be reviewed on a case by case basis. Contact: Thomas Bloom General Manager.
2. Any “Custom” products cannot be returned, i.e., **DW, NBK, NCG, NCM, MM, TNF**, etc.
3. All products > 1 year old will not be accepted for credit.
4. For questions regarding restocking policy, direct customers should be referred to Thomas Bloom, General Manager, and any distributors should be referred to their appropriate Regional Manager.
5. **Note that a \$50.00 evaluation fee to inspect any returned unit applies if unit is out of warranty. This fee will be waived if customer approves repair and/or purchases a new unit.**