



**INDUSTRIES LIMITED**

**Return Good Authorization (RGA) Request Form**

**Original SO #** \_\_\_\_\_ **Date of RGA Request** \_\_\_\_\_

**Original PO #** \_\_\_\_\_

**Rep Firm** \_\_\_\_\_

**Distributor** \_\_\_\_\_

**Product Model:** \_\_\_\_\_ **Product Serial # (Mandatory):** \_\_\_\_\_

**Reason for Return (Please provide complete details):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

<p><b>For internal use only:</b></p> <p><b>Axiom RGA#</b> _____</p> <p><b>Instructions</b> _____</p> <p>_____</p> <p>_____</p> <p><b>*Axiom RGA number valid for 6 months from date of issue</b></p>
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**Requirements for Return Goods:**

1. Fill in form completely with required information. Make sure that "Reason for Return" is as detailed as possible. RGA number will not be issued if information is incomplete.
2. Email the completed form to the [warranty@axiomind.com](mailto:warranty@axiomind.com) to obtain an RGA#.
3. **Customer is responsible for FREIGHT**, unless otherwise specified.
4. RGA number must be clearly marked on ALL packages returned.
5. Returned products must be complete as sold and not missing any parts or accessories.
6. Returned products will be inspected and/or tested to confirm that they are either defective within the terms of the warranty or suitable for restocking.
7. Axiom Industries will charge a \$100 service fee for items returned under warranty that are found to be not defective. A copy of the test and inspection report is available upon request.
8. Defective products will be repaired or replaced at the discretion of Axiom Industries Ltd.
9. Credit will be issued for eligible items returned for restocking. Credit amount will be the original purchase price less a 25% restocking charge.



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### **Warranty Statement**

Axiom Products are warranted to be free of defects in material and workmanship under normal use, for a period of one (1) year from the date of manufacture, or one (1) year of use with proof of purchase. This limited warranty will not exceed two (2) years, in any event.

The limited warranty will not apply to products that were improperly installed, misapplied, or used with incompatible fluids and/or components not manufactured by Axiom. Axiom will not warrant any product which is damaged or modified outside the Axiom factory.

Returns are to be shipped prepaid by the returnee to Axiom. Axiom shall not be liable for freight damage incurred during shipping, as such it is recommended that product returned to Axiom is carefully packaged.

Axiom's obligation under this warranty policy is limited to the repair, or replacement, at the discretion of Axiom, of the warrantable part. All returns will be tested per Axiom factory criteria. Products found not defective (under the terms of this limited warranty) are subject to charges paid by the returnee for the testing and packaging of "tested good" non-warranty returns.

No labor allowances will be provided for any Axiom product returned as defective. Warranty replacement parts will be shipped on a freight-allowed basis. Axiom reserves the right to choose the method of transportation.

This limited warranty is in lieu of all other warranties, expressed or implied, and no other person is authorized to give any other warranty or assume obligation or liability on Axiom's behalf. Axiom shall not be liable for any labor, damage or other expense, nor shall Axiom be liable for any indirect, incidental or consequential damages of any kind incurred by the reason of the use of sale of any defective product or part. This limited warranty covers products distributed within Canada and the USA. Other world market areas should consult with the distributor for any deviation from this document.