



Return Merchandise Authorization (RMA) Policy for WIKA Products

Merchandise returned to WIKA Instruments Ltd., for any reason, must have a WIKA supplied Return Merchandise Authorization (RMA) number. A return for credit or warranty claim must include a WIKA invoice number or customer purchase order number.

The RMA is valid for thirty (30) days from issuance and merchandise must arrive at WIKA Instruments Ltd. within that validity period.

All merchandise must be shipped freight prepaid except in the instance of a) over shipment or b) incorrectly supplied shipments. Merchandise returned collect, may be charged back to the customer. See Section III for further detail.

A completed decontamination form must be included on the outside of the return; if it is not included the return will not be processed. The RMA number must be clearly visible on the outside of the package. A packing slip must be included clearly showing the RMA number, merchandise description, quantity and reason for return.

In order to evaluate the root cause of the return, it's possible the product will be disassembled and not re-assembled to the condition in which it was sent to WIKA, rendering the product unusable. If the root cause is due to WIKA, the product will be replaced. If the root cause is the application or misuse, warranty will not apply and the material will be returned at the customer's discretion.

WIKA INSTRUMENTS LTD. CANNOT BE HELD RESPONSIBLE FOR ANY MERCHANDISE RETURNED WITHOUT AN RMA NUMBER AND ANY SUCH ITEM(S) MAY BE REFUSED OR RETURNED AT THE CUSTOMER'S EXPENSE.

The RMA number is issued in good faith based upon customer's representation of the merchandise quantity, condition, age and reason for return. All returned merchandise is subject to inspection by WIKA Instrument Ltd. If the merchandise is found to be other than that originally represented, a re-stocking charge may apply or, the shipment may be returned, at the customer's expense.

PLEASE NOTE: All process connections, fittings, and adaptors are to be removed prior to shipping to WIKA. WIKA cannot be held responsible for damage to these if we have to remove.

WIKA expressly disclaims any liability, to the full extent permitted by law, for any special, incidental, or consequential damages, including property damage, lost profits, loss of use, or other economic loss resulting from the use of WIKA products and/or services. Warranty coverage is Ex-Works WIKA's warehouse. In addition to the above, all standard WIKA Terms and Conditions apply. The RMA may be requested by telephone, fax, or email at:

Phone 780-463-7035

Fax 780-462-0017

Email: RAWest.ca@wika.com

I. Warranty Returns

If the merchandise is determined to be covered under warranty, the merchandise will be repaired, replaced or credited at WIKA Instruments Ltd. option and will be returned freight prepaid to the customer.

II. Repair Returns

For merchandise being returned for repair, merchandise will be evaluated by WIKA Instruments Ltd. and customer will be notified if any additional cost will apply if cost exceeds original quote. If merchandise needs to be sent for outside service, customer approval is required.



III. Over Shipments, Short Shipments & Incorrectly Supplied Shipments

For short shipments or merchandise supplied incorrectly, discrepancies must be reported within seven (7) business days of receipt.

WIKA Instruments Ltd. will issue a credit for short shipment of merchandise. A new order will be issued for short shipment and merchandise will be shipped freight prepaid, and an invoice will be issued.

For merchandise supplied incorrectly, merchandise is to be returned collect using WIKA Instruments Ltd. *approved* courier. If different courier is used, the customer may be charged the difference. If the merchandise is determined to have been returned for cause, WIKA Instruments Ltd. will issue a credit for the merchandise and/or replace the merchandise at WIKA Instruments Ltd.'s discretion.

IV. General Terms for Credit Returns

Requested merchandise to be returned for exchange or credit will be considered if the following condition(s) are met:

1. Merchandise is unused, is current standard catalogue stock of latest design, merchandise is in sellable condition.

2. New unused Bimetallic Thermometers in their individual boxes, purchased in the last year. 3. WIKA Instruments Ltd. reserves the right to reject any return request. If accepted, the return will be under the terms specified herein. The following merchandise is nonreturnable for credit:

3.1 Custom gauges, thermometers or transmitters with logos or other non- standard modifications including gauges with rear flanges, special fill fluid, or attached to diaphragm seals

3.2 Gauges with front flanges except for models 213.40, 232.50 and 232.30

3.3 Obsolete or non-inventoried merchandise

3.4 Gas, vapor and twin-temp thermometers

3.5 Incorrectly ordered non-stock merchandise

3.6 Manufactured merchandise to customer specification

3.7 Merchandise that has been installed

3.8 Order cancellations after production has commenced

4. Non WIKA merchandise must have approval from purchasing prior to RMA being issued to customer. Manufacturer/Supplier restocking fees will apply.

V. Restocking Charges

1. All returns may be subject to restocking charges.

2. An additional 25% restocking charge will be applied to customers who are deemed to have abused our RMA policy.

VI. Credit Memos

WIKA Instrument Ltd. will issue a credit for the returned merchandise less any applicable restocking charges after receipt and inspection of merchandise.

CUSTOMERS SHOULD NOT MAKE DEDUCTIONS FROM PAYMENT UNTIL A CREDIT FROM WIKA INSTRUMENTS LTD. HAS BEEN ISSUED.

VII. Warranty Evaluations

If returns are deemed, "Non-Warranty", evaluation, and/or repair charges may apply.

WIKA warrants its products to be free from defects in material and/or workmanship for a period of eighteen (18) months following shipment or twelve (12) months following startup, whichever occurs first, provided that written claim be made during the term of the warranty. WIKA's obligation under this warranty is limited solely to repairing or replacing necessary parts and in no event shall WIKA be liable to damages in excess of the amount paid by the purchaser. Unless agreed to in writing, WIKA hereby disclaims any warranties express or implied with respect to merchantability or fitness for particular purposes regarding the goods and/or services conveyed under this agreement.