Return Material Authorization (RMA) Format and Policy

The following rules govern the “Procedure” for the return of products sold by Armstrong International, Inc.

FIRST STEP IN THE RETURN PROCESS:
1. All Armstrong representatives are provided with a copy of our blank RMA form. The form is also in a pdf format and can be found on our web site by clicking on RESOURCE LIBRARY and typing in “RMA”.
2. The representative is responsible to fill out the RMA form completely.
   a. When filling out the reason for return, be as specific as you can. If you are returning a defective product, “defective” must not be used. Armstrong will need to know the specific reason the product is being returned.

SECOND STEP
1. Once the form is completely filled out, return it by fax or email to the appropriate department, which is listed at the bottom of the RMA form.

THIRD STEP
1. Armstrong will then process the RMA request. If everything is filled out properly, we will issue an RMA number and email the form back to the representative. If Armstrong finds a discrepancy, we will contact the rep to get the matter resolved.

FOURTH STEP
1. The rep contacts the person that will be shipping the product(s) back to us and gives them a copy of the RMA form which HAS TO ACCOMPANY the returned shipment. The representative is also responsible to let the shipper know to clearly mark the RMA number on the outside of the returned carton(s). The return information is printed on the official RMA form which is generated from our system.
2. If Armstrong receives a carton of product(s) that does not have the RMA number written on the box AND does not contain the official RMA paperwork, the carton will be returned to sender at their cost.

FIFTH STEP
1. The RMA is shipped back to Armstrong. The factory RMA department reviews the paperwork against the product(s) that were returned and inspects them. Upon inspection:
   a. If the product(s) are found to be new and unused and we can put back into inventory, the paperwork is given to the Armstrong Accounting Department to process the credit.
   b. If the product(s) are found to have been tampered with or there’s evidence of prior use, the rep will be notified and no credit will be issued. It will be up to the rep if they want item(s) shipped back to their facility, collect, or for Armstrong to dispose of the product(s). If we do not hear back from the rep within thirty (30) days after we have reported the findings, Armstrong will dispose of the product(s) automatically.

Rules, for the above mentioned steps.
1. Returned product(s) ARE NOT to be shipped to Armstrong without first receiving an official RMA number/paperwork. The shipper MUST include a copy of the RMA paperwork with the shipment and clearly mark the assigned RMA number on the outside of the carton(s). Failure to do so will result in a returned shipment at your expense.
2. All returns are subject to our in house inspection.
3. No credit will be issued on product(s) found to be obsolete, returned damaged, re-machined products or obvious evidence that the product(s) were tampered or altered in the field. At that time the representative will be notified on our findings.
4. Returned shipments are to ship back to Armstrong via PREPAID, unless pre authorized by the factory.
5. If the return is being made because of a factory error or defective material, credit will be issued to cover the cost of the product(s) and the freight to ship it back to us.
6. If our inspection and testing determines that the returned product(s) are not defective, a charge of $50.00 will be assessed to the RMA and no credit will be issued. (Representatives will be notified of this and asked how they want the product(s) shipped back to them, which will be shipped collect. On the day the rep is notified, he/she then has thirty (30) days to inform us how they want the product(s) shipped back. In the event the reps do not notify us after the thirty (30) days, we will discard the product(s) and no credit will be issued.
7. Do not send a product(s) back that is not listed on the RMA paperwork. If your request paperwork is for (1) 800 Trap, part# C5297-26, do not send back (2) 15B3 F & T Traps, part# D1175-1. You can ONLY send back what is listed on the RMA paperwork issued by Armstrong.

8. Unless authorization has been given to the representative by an Armstrong manager, no made to order or special built products will be allowed to be returned.

9. When shipping RMA’s back to us, keep a record of the UPS tracking number and/or the LTL pro number. There are times when we do not show the item received and require a “proof of delivery” to see who signed for it here at the Armstrong factory and the date it was received.

10. An RMA # is valid for three (3) months from the date is issued, and must be on official factory RMA paperwork.

**Terms and Conditions that govern issuance of credit on an RMA.**

1. If the RMA is a result of an Armstrong error in shipping, order entry or manufacture:
   a. There will be no restocking charge.
   b. Armstrong will issue credit for the freight to ship the return back to us.
   c. Full credit for product(s) and freight will be issued.
   d. Armstrong will pay freight to ship the correct part out to the customer.

2. If the RMA is a result of the customer/representative error:
   a. If a change is made to the order after the product(s) have already been built and are in the Armstrong shipping department, but HAVE NOT YET SHIPPED, a 5% change fee (of the total net amount of the order) or $50.00 flat fee, whichever is greater, will be issued against that purchase order. Armstrong will create an RMA to return those products back into our inventory. The rep is then responsible to send Armstrong a corrected purchase order.
   b. If the RMA request is made within (2) months from the date we shipped the order, a 20% restocking charge will be applied or $25.00 flat fee, whichever is larger.
   c. If the RMA request is over (2) months but less than (12) months from the date of shipment, a 30% restocking charge will be applied or $25.00 flat fee, whichever is larger.
   d. If the RMA request is over (12) months, the restock charge will be determined on a case by case basis by the manager of the given department.

3. SPECIAL Made To Order Products:
   a. No RMA will be issued for a special made or altered products manufactured per the customer’s specifications, which differ from our published catalog products.
   b. Product warranties are found in the back portion, of every Armstrong Price Books.

4. Multiple Items To Return –
   a. You must provide an individual request form for items that are returned, and have different purchase order numbers.

**BI-ANNUAL STOCK / SURPLUS RETURN -**

Twice a year the representative will be able to return product(s) from their warehouse. The RMA request form must be submitted no later than December 15 and June 15 of the given year. To start the return process, you must submit a full list of the product(s) you wish to return. A copy of this list will be given to our production control department manager, who in turn will review which products can be returned. That list is then processed into an official RMA. The Armstrong representative will be notified if there are any items that we will not take back. Once the rep has the RMA number he can arrange to ship the product(s) back to Armstrong. Inspection will take place like every RMA we process and procedures for its return will follow the same guidelines.

1. Stock return products must be received at Armstrong between January 15 and February 15 or July 15 and August 15 of each year. Returns received after these dates will be returned to the representative, freight collect, unless authorized.
2. Credit for stock returns will be calculated using prices in effect one year prior to the return, except for item’s which can be identified by serial number or date code as being older than one (1) year.
3. The representative is responsible to pay the freight to return the products back to us.
4. Made to order product(s) or specials will NOT be accepted back in the bi-annual stock returns.
TESTING and REPAIR RMA's

1. The rate for testing and repair(s) is $150.00 net cost per labor hour.
2. If a test and/or report is requested the representative must provide Armstrong with a full detail of what testing is required and what type of report is needed.
3. Armstrong can estimate the amount of labor hours required to do the testing/repairs but the actual time will not be known until the factory completes the evaluation.
4. RMA's that have been returned and found defective and ARE NOT under warranty, Armstrong will notify the rep of these findings and the rep has thirty (30) days to advise us to ship the items back or to dispose of them. After the thirty (30) days, automatic disposal will take place.
This RMA is ONLY valid for Three (3) months from the date issued on the official factory RMA paperwork.

REP#: ___________________________  RMA#: ___________________________

Rep must check one of the return options:

[ ] 1. Credit (Defective, Stock Return, Shipping Errors, Ordering Errors)
[ ] 2. Repair / Return (Non Warranty)
[ ] 3. Test & Report (Explain in detail below what testing is needed)

Note: Sales order or your original PO# is required to issue RMA

Date request was sent to Armstrong: _________  Date RMA was issued: ____________
RMA Requested By: ____________________________
Rep/Dist Organization: ______________________
Customer: ___________________
Original P.O. #: ____________________________ (Required unless stock return)
Sales Order #: ____________________________ (If applicable)
Date Order Shipped: __________________________
Contact name of the Armstrong person helping you with this: ____________________________

Do not use the word “DEFECTIVE” as the reason for return, explain what is wrong.

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<tr>
<th>Qty To Return</th>
<th>Armstrong Part Number</th>
<th>Part Description</th>
<th>Reason For Return</th>
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Note: Only one RMA per order can be issued. If you have multiple items to return on different purchase orders, it is necessary to submit a separate RMA request per purchase order.

Your Phone #: ____________________________  Replacement PO #: ____________________________
Your E-mail address: ____________________________  (If applicable)  Armstrong SO# ____________________________

(Steam & Condensate)  Fax or E-mail request to:  SCRMA@armstronginternational.com
RMA Dept.  (269) 279-3407

(Humidifiers)  Fax or E-mail request to:  HVACRMA@armstronginternational.com
RMA Dept.  (269) 273-9500

(Hot Water Group)  Fax or E-mail request to:  HWGRMA@armstronginternational.com
RMA Dept.  (269) 279-3130

Note: Each returned carton must be marked with the RMA number and HAVE A COPY OF THIS REQUEST FORM.