

# Return Goods Authorization (RGA)



1. **Return Goods Policies** - Please call us to request a RGA number. RGA numbers must be obtained within 60 days from the date of the invoice. All returned goods must be accompanied by a Return Goods Authorization (RGA) number. All goods return shall be returned freight prepaid unless otherwise specified by Machine Safety Management Corporation ("MSMC"). Any unauthorized items not listed on the RGA or obsolete parts, special orders or goods received over 60 days from date of invoice, WILL NOT BE ACCEPTED. Upon arrival, goods will be evaluated for credit or replacement. Each return is subject to a 25% restocking charge. Any goods damaged by the freight carrier will be the responsibility of the customer and will require a submittal of claim with the carrier only.
2. **Defective Goods** - May be returned within 60 days of the invoice date for credit or exchange after obtaining a RGA number. If you received incorrect or damaged merchandise, we will provide you with a label for return shipping. All paperwork, including warranties and instructions, must be returned along with the original packaging. Place the manufacturer's box into a shipping box (plastic bags are not sufficient packaging). DO NOT put any stickers, labels, tape, or marks on the original manufacturer's packaging. A manufacturer's warranty is included with many products. Products that become defective after the 60-day return period, and within the manufacturer's warranty period, should be sent directly to the manufacturer with a copy of your receipt enclosed. See manufacturer's warranty for further instructions.
3. **Non-Defective Goods** - May be returned within 60 days of the invoice date after obtaining an RGA number. May be subject to a restocking fee. Must be returned in new and resalable condition in the original packaging. Items damaged or showing signs of use are not returnable. Items missing will be subject to additional charges. All paperwork, including warranties and instructions, must be included along with the original packaging. Place the manufacturer's box into a shipping box. DO NOT put any stickers, labels, tape or marks on the original manufacturer's packaging. Freight charges incurred due to returned merchandise are the responsibility of the customer. We recommend that you use FedEx or UPS with insurance for returns. Machine Safety Management Corporation cannot be responsible for lost or damaged packages.
4. **Returns Procedure:**
  - a. Call us at 1-952-445-5298 and request a Return Goods Authorization (RGA) number.
  - b. We will need the following information:
    - i. Purchaser/Business Name, account number and sales order
    - ii. Product part number and quantities
    - iii. Reason for return. If defective, describe specifically what is wrong
    - iv. Merchandise should be packaged in such a way as to protect the product and its packaging
    - v. Clearly mark the RGA number on the outside of the shipping box
    - vi. Include a copy of the original invoice in the package.
    - vii. All merchandise must be shipped prepaid and fully insured to:
      1. **Machine Safety Management**  
RGA# \_\_\_\_\_  
9675 West 76<sup>th</sup> Street; Suite 110  
Eden Prairie, MN 55344
5. **Credit Terms and Policies** - Credit will be evaluated after submission of a MSMC credit application. Please call us at 1-952-445-5298 to request a credit application. MSMC assigns a credit limit to each customer. All balances reflected on the monthly statement are due within 60 days of the invoice date. Accounts that are past due or that exceed the credit limit may be placed on hold, and credit terms may be changed to a prepaid basis or suspended. Past due accounts may also be placed with a collection agency.
6. **Note:** *Machine Safety Management Corporation does not accept liability arising out of the use, the misuse or inability to use any accessory, tool, or product described herein, or any accessory, tool or product subsequently offered for sale by Machine Safety Management Corporation. The user assumes all risk and liability whatsoever in connection with these tools and products.*