



05/21/2020

## TRM Heating Cables - RMA Terms and Conditions

### **Changes and Cancellations of products/orders where materials have NOT been ordered, modified, manufactured, or shipped by TRM.**

TRM requires that all order change requests be made in writing at which point we will make every attempt to acquiesce the request unless the products have entered a stage where materials have been ordered, modified, manufactured or shipped by TRM, at which point we may not be able to fulfill the request.

For cancellations of any TRM products/orders the following terms will apply:

- All Custom, made-to-order, and cut-to-length materials are non-refundable once they have entered a stage where materials have been ordered, modified, manufactured or shipped.
- All stock/inventory items are subject to a minimum 25% re-stocking fee.

### **Returns for TRM products/orders which have already shipped from TRM.**

TRM requires that all Return Merchandise Approval requests (RMA) be made in writing, including the RMA# provided by TRM customer care during the initial troubleshoot, the reason for the return, and the PO number from which the materials were ordered.

For returns of any TRM items, the following terms will apply:

- All Custom, made-to-order, and cut-to-length materials are non-returnable once they have entered a stage where materials have been ordered, modified, manufactured or shipped.
- All stock/inventory items are subject to a minimum 25% re-stocking fee.
- All RMA requests must be made within 30 days of product receipt.
- All products must be in as-shipped, unopened, re-sellable condition; products cannot be modified in any way.
- TRM does not accept RMA requests for old/obsolete items.
- The standard product warranty will apply for any RMA requests that are qualified as warrantable.
- RMA items must be sent directly to TRM (Markham, On) unless otherwise directed, with shipping to be pre-paid by the shipper; the items may also be scheduled for dropped off, contact TRM for assistance.

***These terms and conditions are final unless a mutually agreed upon alternative is provided in writing by a TRM heating cables representative; TRM is not bound by any terms noted on documentation or correspondence provided by the purchaser.***