



Return of Products Policy 12-10-15

In the event a customer has determined that product(s) provided by Arrowhead Products are non-conforming to the technical data associated with a particular part number/purchase order, customer must contact Arrowhead Products at RMA.Request@arrowheadproducts.net. Upon review by Arrowhead Products, if it is determined that product(s) are non-conforming (or requires further evaluation to determine this), a Return Material Authorization (RMA) number will be provided to allow for the return/evaluation of the product(s).

Issuance of a RMA number to allow the return of a product(s), does not constitute acceptance by Arrowhead Products for any customer stated non-conformance, only that we will evaluate and determine if Arrowhead Products is liable for the rework/replacement of the product(s). Upon completion of the evaluation, Arrowhead Products will advise liability. If it is determined that the product(s) are actually conforming and/or the non-conformance was not caused by Arrowhead Products, you will be charged a fee of \$500 prior to the return of the product(s) to cover administrative costs associated with the evaluation.

No product(s) are to be returned to Arrowhead without issuance of RMA number prior to shipment. If returned product(s) arrive at our dock without this prior authorization, the shipment will be returned to the customer (at customer expense).

Arrowhead Products is committed to providing conforming products to all customers and adherence to this policy is required to strive for continued improvement within our organization.

Dominic D. Ruiz

Dominic D. Ruiz
Vice President
Quality Assurance

