

Return Policy

It is our policy to facilitate our customers by accepting returned materials requests, subject to the conditions set out below.

Any material returned must have a Return Material Authorization (RMA) number issued by Lectro Components to be considered for credit, and must accompany all returned materials.

RETURNS WITHOUT A VALID RMA NUMBER WILL BE REFUSED, AND NO CREDIT WILL BE ISSUED.

We will accept a return request through our Customer Service Department by phone, fax, mail or e-mail.

Please include the following pieces of information in the return request:

Original Purchase Order number,
Lectro Invoice number,
Item Part Number,
Quantity to return,
Item/Batch/Lot/Date Code(s),
Reason for Return Request.

Returned material must be received in saleable condition as new material and in original packaging to qualify for credit. Return of non-stock, custom built or custom labeled product is subject to Lectro's and manufacturer's acceptance and restocking terms.

Please note that any materials sold as non-refundable and non-cancellable (NC/NR) are not eligible for return authorization, except for defect or warranty claims.

RMA requests for defective materials or poor workmanship will be dependent on each specific manufacturer's warranty policy. Time limits for warranty claims will vary. Defective items will be tested, and products that are determined to be undamaged and fully working will be returned to the customer at their expense.

RMA requests for damaged materials must be made within 30 days of receipt of product. Damaged materials can be returned for full credit. RMA requests for damaged product must be from the party the materials were sold to. Any materials that have been reprocessed, repackaged, or reshipped are not eligible for an RMA or credit (excluding direct ship orders from Lectro).

RMA requests for all other reason must be made within 30 days of receipt of materials. These can include customer cancellations, excess stock, duplicate purchase orders, or others. Materials returned to us are subject to a minimum 15% restocking fee (or \$20.00, whichever is greater), and must be shipped back to Lectro at the customer's expense.

RMA Requests resulting from errors made by Lectro will not be subjected to these charges.

After an RMA is issued, product(s) must be shipped to and received by Lectro within 30 days of RMA issuance. Any materials returned to us on a valid RMA that do not meet these guidelines may be returned to the sender at their expense, and the RMA will be cancelled.

Please return all authorized products to:

**Lectro Components Inc.,
Attention Returns Department,
154 Easy Street,
Carol Stream, IL 60188-2314**