



R.M.A. Policy

1. All returns must be assigned a RMA number before sending back. United Technology **will not accept** any return without a RMA number.
2. Please do not call for a RMA number. RMA number will be issued within 48 hours automatically after Fax request has been received by United Technology.
3. RMA number is good for 7 calendar days.
4. DOA must be returned and accepted by United Technology within 24 hours upon receipt of merchandise by customer.
5. Damage due to accidents, alternation, misuse or negligence will not be covered by warranty.
6. Except DOA, all RMA returns will be either replaced or repaired and determined by United Technology. **No exchange or refund.**
7. Return for credit must be requested within 7 days after receipt of merchandise and subject to acceptance. A Minimum of 20% restocking fee will be applied.
8. Please clearly mark **RMA numbers on all the packages**. All non-United Technology label(s) must be removed else subject to refusal. Return package(s) must be accompanied with a copy of the **original invoice(s)**.
9. All RMA will be returned within 20 business days upon receipt of RMA merchandise.
10. United Technology will send a non-commercial invoice for **insurance purposes** only with each RMA return.
11. Shipping expense will be the cost of the shipper, i.e. when returning parts, it is the customer's responsibility to send the parts back at customer's expense. When parts are ready to be returned, they will be shipped back to customer at United Technology's expense if problem with merchandise is determined to be United Technology's responsibility. **No customer has authorization to use any of United Technology's shipping accounts without United Technology's prior written consent.** Any misuse of United Technology's shipping account numbers by an unauthorized user is **fraudulent, misuse** and may result in criminal charges.

*RMA Phone Hours: 9:00AM–12:00PM Monday-Friday

*No RMA will be accepted after 12:00PM daily