Technical Support

Subject
Returning Product to VMAC

System or Parts affected

- All Systems
- All Parts

Overview

This article outlines the requirements and process for a "standard" part(s) return to VMAC Global Technology (i.e. return due to parts not required / restock, incorrect parts ordered, etc.).
For all other situations requiring part return, (i.e. shipping damage, defective item, VMAC error etc.) contact VMAC Technical Support immediately upon receipt of order.

Return Requirements and Process

- All VMAC product for return to VMAC requires a Return of Materials Authorization (RMA) from VMAC.
- All product returned to VMAC must meet the criteria set out in the "Returns" section of the VMAC Terms and Conditions of Sale.
    - Dealers login at http://vmacair.com/wp-login.php and search under "Agreements" to see complete Terms and Conditions.
    - Customers/Owners, consult your VMAC dealer for conditions of return.
- Restocking Fees will be applied. Fee schedule outlined in the VMAC Terms and Conditions of Sale (see above).
- Criteria for condition of returned product as outlined in the VMAC Terms and Conditions of Sale:
    - **(i) *they are in new condition, suitable for resale in undamaged original packaging and with all original parts.***
    - **(ii) *they have not been used, installed, modified, rebuilt, reconditioned, repaired, altered or damaged.***
- If the returned item(s) received by VMAC are not in new condition, suitable for resale in undamaged original packaging and with all original parts, or they have been used, installed, modified, rebuilt, reconditioned, repaired, altered or damaged, a credit will not be given and the item(s) will be returned to the Customer at the Customer's expense.

Product to be returned beyond 12 months after original invoice date must:
    - **(iii) *be still available from VMAC or have been discontinued for less than 12-months and***
    - **(iv) *VMAC's design of the item(s) has not been significantly changed.***
- Contact VMAC Technical Support for RMA at 1-888-241-2289 or email tech@vmacair.com.
- Shipping instructions will be supplied in the RMA.

Before you start

- Unopened shipment: Photograph in detail the sealed package to be returned.
- Opened shipment: Photograph in detail the product and packaging to be returned.
- Tech Support will request the photos you have taken for their records.
- RMA will not be issued without photographs.

(NOTE) *Photographs confirm the condition of the item(s) before return shipment, and that the item(s) is in new, resalable condition. Comprehensive photos help to eliminate dispute in the event there is damage during return transit.*

Document	Version	Department	Revision Details	Revised by	Tech	Engineering	Implemented
EXT-ALL-019	A	Tech	Document Release	BDJ 31 Mar 2017	DB 31 Mar 17	N/A	3 Apr 2017

Knowledge Base: www.kb.vmacair.com
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Properly packaging product for return shipping

VMAC employs various cardboard, bubble-wrap, and foam packaging materials designed to prevent damage to product between VMAC and the destination in a typical shipping environment.

Product will be returned in its original protective packaging.

When packaging material absorbs impact in initial transit however, it can be compressed and may not be adequate protection for return shipping.

If original packaging was somehow compromised during shipment from VMAC, ensure additional measures are taken to prevent any damage to product during return shipment.

Examples of Packaging used by VMAC

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