

APPENDIX 1

AMOT RETURNED GOODS POLICY

AMOT is committed to service excellence and consequently has a clear policy for all returned goods. This requires the allocation of a unique reference number, as required by our Quality Management System to each return that allows accurate tracking and prompt response. The policy applies to all returned goods without exception and is summarised below.

- All returned goods must be authorised by a member of the AMOT sales team. The acceptance of returned goods does not in any way constitute an agreement to provide a credit. The credit, if any, will be confirmed when the returned goods have been inspected by AMOT.
- AMOT will allocate a unique Returned Material Authorisation number (RMA number)
- A printed copy of AMOT's RMA will be transmitted to the customer for inclusion in the returns package
- On receipt the goods will be inspected and the findings reported to the customer

In the case where goods are returned without an RMA number AMOT will refuse to accept the delivery. This will delay our response.

Where goods are returned for the specific reasons below the additional comments apply:

Return of Goods Inside Standard Warranty Period

Goods returned inside the AMOT standard warranty period must be returned under an AMOT RMA Number. On receipt they will be inspected and the customer will be advised of the findings. If the inspection supports that the product has failed under warranty then a replacement will be supplied. In the case where the failure is outside warranty then either the product will be returned, repaired or replaced and the customer will be charged as appropriate.

If an urgent replacement is required before AMOT can inspect and report then a new unit will be supplied against a new customer purchase order at an agreed price. If the returned unit is a valid warranty claim then a credit for the replacement value will be issued.

Return of Goods Ordered In Error

AMOT goods that have been ordered in error can only be sent back by AMOT agreement. When AMOT has agreed to the return an RMA number will be issued. On receipt they will be inspected and if the product is in saleable condition then AMOT will return the goods to stock and a credit will be arranged. The value of credit will depend on the product returned and its specification. A maximum credit of 70% could be applied.

Return of Goods for Repair

AMOT offers a specialist repair service for its products. Goods returned to AMOT for repair must be returned under an AMOT RMA Number. AMOT will provide free-of-charge a quotation for the repair. Before any repair work is undertaken AMOT will require written authorisation to proceed and a formal purchase order.

If at any time you would like to know the status of a return please quote the relevant RMA number to your normal AMOT sales contact.

Additional comments

1. Any used equipment returned must be accompanied by a chemical material safety data sheet (MSDS) for any substance our product has come in contact with. Failure to do so will result in delays with processing.
2. Write RMA no. on the OUTSIDE of the package (near the address label).
3. Ship to AMOT, Western Way, Bury St Edmunds, Suffolk, IP33 3SZ, United Kingdom.
4. All shipments must be PREPAID. In the event that AMOT deems the return to be a valid warranty claim the freight charge will be reimbursed to the customer on production of original carrier invoices. AMOT will not action any package that requires payment for delivery.

Note:

An inspection fee may apply to all non-warranted repair items. AMOT factory labour rate applies to any repairs.