



RMA REQUEST FORM

To facilitate the return process, please complete the following to the best of your ability:

[Fields can be entered electronically.]

Company Information:

Company: _____ Nook Sales Rep: _____

Account Number: _____

Contact Name: _____

Phone: _____

Email: _____

Initial Sales Data:

Original Sales Number: _____

Nook Part Number: _____

Received Date: _____

Original PO Number: _____

Return Details:

Warranty Consideration: _____

Non-Warranty/Evaluation & Repair: _____

Quantity Returning: _____

Type of product _____

Please provide details for requested return: _____

Upon conclusion of Evaluation or repair please state what should be done with the returned product:

* Note letter "I" below

Where should the material be shipped ? _____

Please read the attached Returned Goods Policy and return this completed form to returns@nookind.com.

If you have any questions, please do not hesitate to call 216.271.7900

I have read and understand the Nook Industries Returned Goods Policy

Signature: _____

Date: _____



RETURNED GOODS POLICY

- A. Only goods with a Return Authorization Number issued by Nook Industries will be accepted for return. Return freight is to be prepaid. Returned goods are subject to Nook Industries inspection.
- B. RMA# must appear on outside of package and on packing slip.
- C. Inspection fee is \$150.00 minimum. Price is subject to change depending on items returned and labor. Customer will be notified when inspection is completed.
- D. Material must be returned to Nook within 10 days after RMA is issued. If a Debit Memo is issued, please return with material.
- E. Goods for return to stock must be unused, unaltered, in re-sellable condition and returned to Nook within 60 days from invoice. Screws must be at least 36" long. There will be a minimum restock fee of 25% on all returned items. Any products returned for restock credit must have prior written consent.
- F. Product ordered in error (under \$100 net) not subject to refund/exchange/return.
- G. Screw jacks, electric cylinders, CC cylinders, mini-lift actuators, machined acme or ball screw assemblies, and slides are not returnable unless they were shipped in error by Nook Industries.
- H. SBN or standard ball nuts will incur a \$125.00 charge for reloading. All others will be \$175.00 or more depending on number of bearings used.
- I. Where applicable customer will be notified of the results of inspection and will have ten working days to advise Nook of action desired. If no word is received by Nook within the 14 working days, customer's material will be returned freight collect.
- J. Shipping dates are based on current availability of materials, production schedules and timely receipt of all necessary order information.