



PRECISION GEAR INC. a member of



PGI Return Material Authorization Policy

To maximize efficiency with regards to returned material, Precision Gear Inc. would like to state our returned material authorization (RMA) policy.

PGI is willing to consider the return of "Product" for further evaluation or refurbishment, if the product or part is returned relative to the following procedure:

- RMA requests are to be submitted directly to RMAAuthorization@paggllc.com.
- **Questions or concerns shall be directed to the following...**
 - Erika Santiago, Sales Coordinator
 - Office: (630) 353-9249
 - Mobile: (630) 795-9503
- **RMA requests must include the following information to facilitate the return.**
 - Part Number
 - Affected Quantity
 - Affected Serial Number(s)
 - Reason(s)
 - Refurbishment Purchase Order
- From the receipt date of the email the customer has 30 days to return parts, or the RMA will be forfeited.
- All delivered quality faults will directly initiate a disposition and containment of said discrepancy.
- Any refurbishment of parts will be quoted within 10 business days.
- PGI will charge an evaluation fee of **\$1,000.00** for all parts that are determined to be damaged outside of PGI's facility in addition to any refurbishment fee regardless of any work performed.
- **If a part(s) is returned to PGI without an RMA number, it will be returned to the sender with a reminder of this policy.**

We thank you in advance for your understanding and cooperation with our RMA policy and look forward to working together in the future to adhere to this process.

Thank you,

Michael Cowell
Chief Executive Officer