



## **METRON FPC RETURN GOODS POLICY AND PROCEDURE**

PLEASE RETURN THE DAMAGED GOODS ALONG WITH A COPY OF THE METRON RETURN AUTHORIZATION FORM TO HUBBELL, ATTN. QUALITY RMA DEPARTMENT. THE AMOUNT OF CREDIT TO BE ISSUED WILL BE DETERMINED BY THE CONDITION AND COMPLETENESS OF THE PARTS IN QUESTION. RETURNS OVER 30 DAYS MAY BE CHARGED A RESTOCKING FEE AND WILL REQUIRE MANAGEMENT APPROVAL BEFORE IT CAN BE PROCESSED. RETURNS WILL NOT BE ACCEPTED IF ALL OF THE FOLLOWING REQUIREMENTS ARE NOT COMPLETED:

- FULLY COMPLETE ALL SECTIONS OF THE RETURN AUTHORIZATION REQUEST FORM AND PLACE INSIDE THE PACKAGE.
- THE RMA NUMBER BOLDLY WRITTEN ON BOTH THE PACKING SLIP AND ON THE OUTSIDE OF THE PACKAGE TO THE ATTENTION OF "QUALITY RMA DEPARTMENT".
- RETURN ALL CIRCUIT BOARDS INSIDE AN ANTI-STATIC BAG PROPERLY SEALED.
- ALL FPC CIRCUIT BOARDS NEED TO BE RETURNED WITH ALL THE FUSES, SHUNTS, JUMPERS AND SDCARDS INTACT. ANY MISSING ITEMS MAY PREVENT PROCESSING THE RETURN.
- CREDIT WILL BE DENIED FOR ANY MOTHERBOARD REV. 3 OR HIGHER THAT IS RETURNED WITHOUT AN SDCARD.
- ALL ITEMS RETURNED MUST BE CAREFULLY PACKAGED TO AVOID ANY SHIPPING DAMAGE. CREDIT WILL BE DENIED FOR ANY ITEM THAT IS RECEIVED DAMAGED DUE TO POOR PACKAGING.
- ONLY ITEMS LISTED ON THE RMA REQUEST FORM WILL BE PROCESSED. ANY ADDITIONAL ITEMS RETURNED THAT HAVE NOT BEEN INCLUDED ON THE RMA WILL BE DISCARDED.

### **REASONS AN RMA WOULD NOT BE APPROVED:**

- RETURNS OUT OF WARRANTY (EXPIRED OR VOID). BASED ON DATE CLAIM WAS SUBMITTED.
- RETURNS WITHOUT PROPER AUTHORIZATION NUMBER. WE NEED TO BE ABLE TO FIND THE RMA THAT IS ASSOCIATED WITH THE PARTS.
- MOTHERBOARDS RETURNED WITHOUT AN SD CARD.

### **SHIPPING INSTRUCTIONS:**

- COMPLETE RMA REQUEST FORM.
- PLACE COMPLETED FORM IN PACKAGING AND RECORD RMA NUMBER ON OUTSIDE OF THE SHIPMENT PACKAGING.
- SHIP TO HUBBELL ICD USING OUR UPS ACCOUNT NUMBER 208319. (SEE ADDRESS IN HEADER)
- FEEL FREE TO FOLLOW UP BY EMAIL AT [SALES@METRONINC.COM](mailto:SALES@METRONINC.COM) AND PLEASE REMEMBER TO REFERENCE THE RMA NUMBER IN THE SUBJECT.



**METRON/HUBBELL FPC RETURN AUTHORIZATION REQUEST FORM**

PLEASE FILL IN THE FORM BELOW AND ATTACH IT TO THE ITEMS BEING RETURNED TO HUBBELL. COMPLETE ALL SECTIONS ACCURATELY TO ENSURE PROPER PROCESSING. THIS FORM MUST ACCOMPANY ALL GOODS BEING RETURNED. FAILURE TO INCLUDE THIS FORM WILL PREVENT THE QUALITY TEAM FROM ASSOCIATING THE CORRECT PARTS WITH THE CORRECT RMA AND WILL RESULT IN SIGNIFICANT DELAYS.

**CUSTOMER CONTACT INFORMATION**

DATE:		COMPANY:	
PHONE:		NAME OF CONTACT:	

**REQUIRED METRON PRODUCT INFORMATION**

MODEL NUMBER OF CONTROLLER		RMA NUMBER	
SERIAL NUMBER OF CONTROLLER			

PART NUMBER (DESCRIPTION IS OK)	BRIEF DESCRIPTION OF FAILURE