

## RMA Terms & Conditions

1. Once an RMA request form has been completed, Applied Acoustic Engineering Ltd will contact you with return shipping instructions and an RMA number, if applicable.
2. Applied Acoustic Engineering Ltd has a minimum evaluation fee of £130.00 GBP (+ VAT where applicable) for all Return Material Authorisations (RMAs) that are not covered by the manufacturer's warranty. The evaluation fee is credited towards the cost of the repair or disposal if the remedial work is performed. Any parts, additional labour (if needed), and shipping costs will be itemised separately on the final quote.
3. All return shipping costs to the customer, except in the case of repairs fully covered under warranty, are the responsibility of the customer and will either be pre-paid by us and added to the final invoice, or are booked for return using a customer's specified shipping account.
4. Applied Acoustic Engineering Ltd will not be responsible for any lost or damaged packages, or any packages received with missing items. We recommend you insure your shipment, and obtain a tracking number as a precaution and advise us of it.
5. Applied Acoustic Engineering Ltd will notify you of any damage or missing items that appear to have occurred during shipping. You will need to contact the shipper to report any issues relating to handling of the package while in transit.
6. Applied Acoustic Engineering Ltd recommends the use of adequate packing materials to prevent product damage while in transit. The manufacturer's original packaging should be used when available.
7. P.O. Box addresses are not accepted for RMA returns. A physical address must be provided to continue with the RMA process.
8. Units returned will be subject to the manufacturer's original warranty limitations.
9. Applied Acoustic Engineering Ltd may choose to replace a defective unit with another unit that is tested and verified to be in new or refurbished condition. You may not receive the original unit back.
10. Applied Acoustic Engineering Ltd may ship out a return product with equal (or greater) specifications if an identical product is no longer available.

11. Any replacements are subject to product availability.
12. Applied Acoustic Engineering Ltd.'s sole liability, and the exclusive remedy for any acknowledged defect(s) shall be the repair or replacement of the product in question subject to the original manufacturer's warranty.
13. Applied Acoustic Engineering Ltd does not offer refunds, exchanges, credits, or upgrades.
14. International customers are responsible for any import/export charges incurred – including duties, taxes, brokerage, and other related fees.
15. Applied Acoustic Engineering Ltd operates a special customs procedure to allow temporary imports into the UK from international customers without being subject to taxes or duties. The Inward Processing (IP) Procedure allows the goods to remain in the UK for maximum period of 6 months before requiring either re-export, releasing to free circulation to remain in the UK (where the taxes & duty will require paying) or disposed of by means of certified destruction (where a destruction fee will require paying).
16. Applied Acoustic Engineering Ltd will provide the required information to ensure the IP procedure can be operated correctly and to pre-alert UK customs of the arriving goods, the true value of the goods should be declared on your commercial invoice to ensure customs entries are generated.
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18. Applied Acoustic Engineering Ltd shall not be liable under any circumstances for any indirect, incidental, or consequential damages, or lost data.
19. Any personal data should be removed before returning products to Applied Acoustic Engineering Ltd. Applied Acoustic Engineering Ltd is not liable for loss of any personal data stored on returned products.
20. All products must be returned to Applied Acoustic Engineering Ltd, Radian House, Lancelot Road, Beacon Park, Gorleston, NR31 7BF, UK within thirty days of an RMA number being issued, transportation to us pre-paid, and in strict compliance to Applied Acoustic Engineering Ltd.'s return and warranty policy for our evaluation and determination of responsibility.

21. Repair estimates should be acted upon within thirty days of issuance. Failure to do so may result in product being returned to customer at their expense, and the RMA number being closed. In such cases, the £130.00 GBP evaluation fee would still apply. Applied Acoustic Engineering Ltd reserves the right to dispose of uncollected items after 12 months for UK customers and 6 months for International customers and reserves the right to charge a disposal fee.
  
22. Applied Acoustic Engineering Ltd will make every effort to deal with the return promptly, however cannot be liable for any delay.