



ENGINEERED FOR MOTION

DOOR PRODUCTS REPAIR & RETURN POLICY

WARRANTY REPAIRS:

Warranties cover parts and workmanship provided by MS SEDCO. Repair warranties are void if units are altered by anyone other than the MS SEDCO Repair Center. All warranties begin at invoice date unless specified by MS SEDCO. Customer will pay freight charges to return defective units to MS SEDCO Repair Center. Units will be repaired to proper working order and returned in "cosmetically same" condition at no charge. MS SEDCO will pay freight charges to ship repaired warranty units back to customer. **

OUT OF WARRANTY REPAIRS:

All units out of warranty that are returned for repair will be charged under the MS SEDCO repair rates shown below. Units will be repaired to proper working order and returned in "cosmetically same" condition. All units exceeding 5 years over warranty period will be scrapped on site, or returned to customer (at customers freight cost) unrepaired.

ADVANCE EXCHANGE PROGRAM:

MS SEDCO Repair Center advance exchange program allows you to receive refurbished units quickly. Shipping and handling charges are extra. Please send your malfunctioning unit to us within 10 days to avoid up-charges. Up-charges also apply if the unit MS SEDCO receives is not repairable due to excessive damage or an incorrect model. Up-charges are generally assessed as the difference between the repair price and the new product price. All warranties on exchanges are subject to the same standard terms and conditions as a repaired unit. Advanced exchange units must be returned with all accessories (brackets, transformers, harnesses, manuals) or will be charged per non-returned accessories.

ADVANCE EXCHANGE RETURN POLICY:

MS SEDCO Repair Center accepts returns on advance exchange units. All advanced exchange units must be returned within 10 days of the original exchange order. Items may be assessed a 15% restocking fee and all applicable shipping and COD charges will apply. Advanced exchanged units must be returned in original packaging. Damaged units will not be accepted for exchange credit. Please contact customer service to receive authorization for the return before shipping it to MS SEDCO. MS SEDCO will only issue credits for returned units not refunds.

TURNAROUND TIME:

MS SEDCO Repair Center turnaround time typically requires 72~96 hours plus shipping on all units.

EXPEDITING ORDERS:

Some orders can be repaired in 24 hours for an additional charge. Call to see if your order qualifies. Expedited orders are charged at 30% above the repair price.

PAYMENT TERMS:

Payment is required prior to shipping unless a credit application has been received and accepted by MS SEDCO. Repaired units will be detained if customer is on credit hold with MS SEDCO billing department. Detained units will be returned after credit hold has been lifted from MS SEDCO billing department. Repairs can be billed by credit card for non net 30 day customers.

RETURN SHIPPING:

All repairs are returned via ground service. For an additional charge, guaranteed overnight service is also available. Customers are responsible for all shipping, customs and insurance costs on out of warranty repairs and express units. When possible, we will ship via your requested carrier.

MS SEDCO REPAIR RATE:

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|------------------|-----------------------|
| Door Sensors | \$70.00 (Pedestrian) |
| | \$120.00 (Industrial) |
| Door Accessories | \$40.00 |

Rates do not include freight and are subject to change without notice.

EVALUATIONS:

MS SEDCO Repair Center will evaluate certain units for repairability at no charge. If you have an item requiring repair, please contact us to see if it qualifies for a free repair evaluation.

**UNREPAIRED UNITS:

MS SEDCO reserves the right not to repair any units that have excessive damage, missing parts, or for which parts are currently unavailable. Unrepaired items will be returned with billed shipping charges, or scrapped on site at no charge.

Any items being returned to MS SEDCO, regardless of reasons, must have an RMA Number and be marked to the attention of the return or repair department on outside of shipping carton. Call 1-317-842-2545 and ask for an RMA number. A returned merchandise authorization number will be issued upon request and a copy will be faxed to you. Please include a copy of the RMA sheet with returned items to insure proper handling of returns.

RETURN FOR CREDIT

- All items being returned for CREDIT must have an MS SEDCO original invoice number included with the items to ensure proper credit.
 - Unused and unopened items** will be issued full credit if returned within 30 days. A 15% restocking fee will be assessed on items returned after 30 days past invoice date. No credit will be issued after 6 months past invoice date.
 - Unused but opened items** will be assessed a 15% restocking charge if returned within 30 days of invoice date and it is determined the items can be resold as new. If it is determined that the items cannot be resold as new, the items will be returned or scrapped at the customer's discretion. No credits will be issued after 30 days past invoice date.
 - Used items** cannot be returned for credit.
 - Custom Products** cannot be returned for credit.
- In the event items are being returned due to an error on MS SEDCO part, MS SEDCO will issue a call tag and pay freight charges for returned items. The customer will pay freight charges on all returns for any other reason.
- MS SEDCO will only issue credit for returned items—not refunds.
- No credits will be issued for products with missing serial numbers.