

Return Authorization Process for Credit RMAs

The following guidelines will apply to all Credit RMAs:

- Credit RMAs are subject to a 40% Restocking Fee
- Credit RMA Requests only considered within 90 of invoice date
- Customer has 30 days to return from the day the RMA is issued from EcoSense
- After 30 days the RMA will be cancelled
- Customer is responsible for return freight
- All items must be in original un-opened cartons/packaging – Never Installed
- No credit will be issued if any of the follow applies:
 - Any product deemed not 100% resale condition
 - The quantity and SKU are different from RMA request and not resolved within 10 business days
 - If these criteria apply, the product will be returned at the customer’s expense. If customer chooses not to provide a return address, customer is by default approving us to dispose of the units
- Original invoice must be paid in full for RMA consideration
- Applicable credit to be issued upon inspection
- Only Products on the approved list will be accepted for Credit – products that qualify are:
 - All Slim Cove INT
 - All Eria
 - All Solandra
 - All LDCM
 - All RISE (except custom colors or head combinations)
 - Select TROV:

L35-I-12-04-27-80-MULT-120	L35-I-12-08-27-80-MULT-120
L35-I-48-04-27-80-MULT-120	L35-I-48-08-27-80-MULT-120
L35-I-12-04-30-80-MULT-120	L35-I-12-08-30-80-MULT-120
L35-I-48-04-30-80-MULT-120	L35-I-48-08-30-80-MULT-120
L35-I-12-04-35-80-MULT-120	L35-I-12-08-35-80-MULT-120
L35-I-48-04-35-80-MULT-120	L35-I-48-08-35-80-MULT-120
L35-I-12-04-40-80-MULT-120	L35-I-12-10-30-80-MULT-120
L35-I-48-04-40-80-MULT-120	L35-I-48-10-30-80-MULT-120
L35-I-12-06-27-80-MULT-120	L35-I-12-10-35-80-MULT-120
L35-I-48-06-27-80-MULT-120	L35-I-48-10-35-80-MULT-120
L35-I-12-06-30-80-MULT-120	L35-I-12-10-40-80-MULT-120
L35-I-48-06-30-80-MULT-120	L35-I-48-10-40-80-MULT-120
L35-I-12-06-35-80-MULT-120	L50-I-12-10-30-80-MULT-9x59
L35-I-48-06-35-80-MULT-120	L50-I-48-10-30-80-MULT-9x59