

## Returns and Exchanges Policy

Release date 5/13/2009



### RMA Authorization

InPower does not accept the return of merchandise for warranty or other consideration without prior authorization, and the issuance of an RMA number. This RMA number must be present on all shipments and enclosed materials. All returns without a valid RMA number will be rejected and returned at customer's expense.

RMA Authorizations are valid for 30 days from date of issue. Returns made after this period will be rejected and returned at customer's expense.

Any product exchange or repair authorized under this policy applies strictly to the goods in question and may NOT be construed to authorize any charges to InPower of any labor, service, towing, or other replacement parts. Issuance of a Return Authorization will not be construed to be an admission or acceptance of a Warranty Claim under InPower's Warranty Policy (CD-02), nor an admission of any fault, defect, failure, or other malfunction in the product(s) to which the Authorization applies.

### Non- Warranty Returns

Non-Warranty Returns will only be accepted if made within 30 days of the customer's receipt of the merchandise. All Non-Warranty Returns must be in re-saleable condition, and contain all components, parts, and manuals originally included with the merchandise when sold. Non-Warranty Merchandise Returns will be subject to a **minimum** 10% re-stocking fee. Unless otherwise requested at the time the RMA is requested, credit will be applied to the customer's account for accepted returns.

Custom-designed or Built-To-Order (BTO) product is not returnable for any reason save Warranty or Repair purposes (see below).

Goods purchased under a Non-Cancellable, Non-Returnable (NCNR) agreement are not returnable for any reason save Warranty or Repair purposes (see below).

Non-Warranty Returns not in re-saleable condition will be rejected and returned to the customer at the customer's expense.

### Warranty / Repair Returns

Suspect / Defective Merchandise may be returned for evaluation under the terms of InPower's stated WARRANTY POLICY (CD-02). Merchandise will be evaluated for cause of failure.

Merchandise deemed non-warrantable per the terms set forth in the WARRANTY POLICY will be scrapped at InPower, or replaced at customer's expense.

Merchandise which is found to be free of failures will be returned to the customer.

Defective Merchandise deemed warrantable under the WARRANTY POLICY will be replaced or repaired at InPower's option.

### Model Year Obsolescence Returns

InPower LLC will, in limited circumstances and at its own discretion, allow for the exchange of certain products which may be affected or made obsolete by model year changes in vehicle chasses. These exchanges may not be construed as warranty exchanges. These exchanges will be limited to product which has been purchased within 4 months of the exchange request, and is still in New condition.

Units exchanged within 30 days of purchase will not be subject to a re-programming fee.

Exchanges made more than 30 days after purchase, and less than 120 days after purchase will be subject to a minimum of a \$60.00 re-programming fee, or 40% of the module's sale price, whichever is greater.

InPower LLC will not accept, for the purpose of re-programming or updating, any return or exchange attempt made more than 120 days after purchase. Any authorization granted for an exchange does NOT extend to any goods excluded by this policy, and InPower reserves the right to scrap or return to the customer any unauthorized goods so returned.

### Credit & Refunds

Unless requested at the time of merchandise return, InPower LLC does not issue refunds. Credit will be applied on the customer's account (per the terms of the return) for valid returns.

### Chargeback Policies

InPower LLC does **NOT** accept the practice of "Charge Back" policies, wherein the customer, without authorization from InPower LLC, withholds payment or awards itself credit on merchandise returns. Customers who engage in this practice, without prior written consent from InPower LLC, will have their accounts suspended until payment is remitted.

---

**PO Box 2520, Westerville, OH 43086-2520**  
**8311 Green Meadows Drive North, Lewis Center, OH 43035**  
**Phone (740) 548 – 0965 Fax (740) 548 – 2302**

CD-03  
120604