



KYOCERA SGS Precision Tools  
150 Marc Drive  
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**VALUE AT THE SPINDLE®**

## **KYOCERA SGS Precision Tools (KSPT) Product Return Policy**

**Revision Date: June 21, 2021**

- Prior to acceptance of any returned items a Returned Material Authorization (RMA) Number must be obtained from Customer Service by calling 1-330-686-5700.
- A list of returned tools and purchase order numbers is required for review and approval prior to issuance of an RMA.
- Only current **EDP** numbers are returnable; discontinued products are not eligible for return.
- Special, modified, or altered tools cannot be returned for credit unless tools were manufactured incorrectly per the customer's specifications.
- Only tools purchased within one year of return date are eligible.
- Products will be valued at purchased price regardless of current price list.
- All merchandise must pass QA inspection, be undamaged, unaltered, unused, resalable, manufactured according to KSPT's most recent specifications, and in its original packaging. No credit will be issued if tools do not pass QA inspection or meet the aforementioned criteria.
- All product(s) must be received within 14 days after RMA number is issued.
- A restocking charge of 20% or an offsetting order 150% times the value of the returned product will apply to all products returned for any reason other than KSPT error or defect.
- Freight charges will be assumed by the customer unless the return is due to KSPT error or defect.
- The RMA number must be clearly visible on the outside of the box and on the enclosed packing list.
- Please return product with approved RMA number to:
  - 150 Marc Drive
  - Cuyahoga Falls, Oh, 44221
- Any item(s) shipped and not approved for return will be either scrapped or returned at the customer's expense.

Reviewed and Approved by:

A handwritten signature in black ink that reads "Mark Stockinger". The signature is written in a cursive, flowing style.

Mark Stockinger  
Vice President of Sales & Marketing

