

Technology Recovery Group, Ltd Material Returns Policy

1. [TRG Returns Policy](#)
2. [RMA Eligibility Requirements](#)
3. [RMA Process](#)
4. [Shipping](#)
5. [Non-Defective RMA](#)
6. [Defective / DOA RMA](#)
7. [Manufacturer Restrictions](#)

TRG Returns Policy

- Any product(s) not rejected by written notification to TRG within 5 calendar days of receipt is considered accepted by Customer on the date of delivery
- All returned products must include a valid Return Material Authorization (RMA) issued by TRG, and be received within the approved period to be considered eligible for credit
- Products received to TRG, manufacturer or vendor without a valid RMA may be refused and returned to customer without credit being provided
- Requests for exchange / replacement product must be included with initial request for RMA
- Equipment sold "AS-IS" is not eligible for return

RMA Eligibility Requirements

- Eligibility of all returns are subject to manufacturer and / or vendor terms / allowances
- Successful RMA review requires a completed RMA Request Form and subsequent RMA reference issued by TRG
- Products deemed misused, abused or otherwise damaged due to mishandling may not be eligible for RMA consideration

RMA Process

- Request to initiate an RMA review by contacting your TRG Account Manager or Support Team
- Review process may take up to 5 business days and a determination will be provided by email
- If an RMA is approved for a return, detailed instructions will be provided with the approval email
- If an RMA is denied for a return, a reason for the denial will be provided via email
- RMA approvals are typically valid for 14 days from issuance, however manufacturer / vendor requirements may affect the timeframe
- Returned product(s) will be inspected upon receipt and credit may take up to 30 days to issue from the date of receipt

Shipping

- All shipping expense will be the responsibility of the requester if the return is due to customer ordering error
- Prepaid shipping arrangements may be provided by TRG for returns required due to TRG error and will be provided at the time of RMA approval
- Replacement / exchange orders will be shipped with the same priority as the originating order unless specified at the time of RMA review

Non-Defective RMA

- TRG provides a 30-day standard return policy from the date of product receipt, subject to manufacturer restrictions
- All non-defective returns must be made with the product in the same condition as shipped by TRG, containing all original packaging and documentation
- The returns product(s) must be in resalable condition with the factory seal intact and be returned complete with all accessories and components
- A restocking fee equal to 35% of original sale price may apply in the form of reduced credit
- Products arriving opened or re-taped are not eligible for full return credit and may be subject to a 50% restock fee based on condition

Defective / DOA RMA

- Products that will not function at the time of first use may be considered DOA
- Immediate notification must be made to TRG within 48 hours of identifying a DOA situation
- TRG reserves the right to recover and inspect any product assumed defective to validate product condition
- Products found to be defective / DOA due to mishandling or abuse are not eligible for credit or exchange and will be returned at Customer expense
- In certain cases, the manufacturer may require direct inspection of the product before deeming eligible for repair or credit

Manufacturer Restrictions

- TRG may assist in coordinating manufacturer requirements for return service or warranty
- Any manufacturer requirements / restrictions may apply and will vary between manufacturers / vendors
- Custom configurations and special-order items are not eligible for return or exchange