

PED Customer Return Process

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- A. The PED Customer Return Process provides you (the customer) a means of returning products for credit that you determine you cannot use. Allowable reasons for returning under this process include but are not restricted to ordering the wrong product, canceling a job, warranty issues, repair, or TIC error.
- (Special Note: Distributors that are returning products belonging to the field service parts department should use this process.)
- B. All of the following conditions must be met in order for TIC to issue credit:
- a. The products must have original Toshiba packaging.
 - b. The products must be “like new” (never installed, run, hooked-up, modified, disassembled, or damaged.).
 - c. If product is accepted at delivery, customer must request return on-line at www.toshiba.com/tic/service-warranty/service-request-forms. Customer will complete the form, add any pertinent attachments and click “submit”. Completed form will forward to the PED Service Return Material Authorization team to process.
 - d. No special built or modified products may be returned and carry a 100% restocking fee if authorized by the respective Product Manager (or designee) ONLY.
 - e. The products must have been purchased directly from TIC.
 - f. The products must be the current design and ones that we ordinarily stock unless authorized by the respective Product Manager (or designee) ONLY.
- C. The PED Customer Return Process is as follows:
- a. Customer must obtain return material authorization order acknowledgement and RMA shipping label with instructions prior to returning the product. If not, returned delivery will be refused and/or the transportation carrier will return products at customer’s expense.
 - b. Any PED customer can direct questions to their respective Sales, Customer Service, Marketing or Service representative for information on the PED return process or request a copy of this condensed PED Customer Return Process.
 - c. Then, verify all products to be returned meet the conditions for return in section B. (above).
 - d. Once verified, customer will proceed to the Return Material Authorization request form at www.toshiba.com/tic/service-warranty/service-request-forms to complete and submit on-line. Following information may be requested and can be found on the customer’s TIC invoice.
 - Quantity
 - Position Number
 - TIC Part Number
 - Serial Number (only required for Houston built products and all motors)
 - Customer Purchase Order Number
 - TIC Sales Order Number
 - Company Name and Address, Contact Name, and Contact Phone/Fax numbers (lower left corner of form)

- e. The Service Returns representative will coordinate with the customer service rep to submit the completed on-line form with necessary support documentation for approval and disposition to the respective Product Manager. This approval process will take about 24 hours under normal circumstances. If there is a disapproval, your customer service, marketing, sales or service rep will advise you.
- f. Once approved, your respective customer service representative and/or returns order originator will send you a copy of the return order acknowledgment (which has the return order number) and RMA Shipping Label. The return order number is TIC's return authorization number. PED customer has 30 days to return the ordered product. If product is not returned within 30 days, the RMA expires and is cancelled in our system.
- g. At this point, the products are ready to be shipped back to TIC. In order for our customer returns to flow smoothly through our system, please adhere to the following conditions:
 - i. Return only the products that were approved.
 - ii. Reference the TIC return number either on the return paperwork and attach the RMA Shipping Label on the returned products for identification at the time of delivery.
 - iii. Ship the returning products using freight terms "prepaid and allowed" per the authorized and approved instructions on the RMA order acknowledgement.

Failure to comply with any of these conditions will result in refusal to accept delivery or for the products to be shipped back to customer at your expense.
- h. Upon receipt at TIC, the Receiving staff will forward returned product to PED Service Returns area at WLY to inspect for "like new" or "good working" condition by the appropriate inspection facility.
 - i. If any of these products do not pass inspection, the return order originator customer service representative will advise you that credit cannot be issued for these products and the reason why. At that point, we will need you to decide whether or not you want us to ship these products back or not.
 - ii. If the returned products are approved as "like new", they will be returned to the finished goods inventory. At that time, credit will be issued to you based upon the original invoice:
 - 1. less a standard 25% restocking fee. ANY exception to this restocking MUST be preapproved by the respective PED Product Manager and reflected on the Return Material OA,
 - 2. less any freight charges incurred by TIC on the original shipment, and
 - 3. less any price corrections made after the original invoice.
 - 4. Products that are custom built or are manufactured by an outsourced supplier, even if unused and in good working condition are subject to and incur:
 - a. A 100% Restocking Fee
 - b. If the outsourced manufacturer declines accepting the product the PED customer wants to return, ONLY the respective Product Manager can authorize receiving the inventory to TIC Finished Goods at the sole expense of the PED.
- i. If you have any questions about your return order status, please contact your initial contact person (customer service rep, sales rep, or service rep).