

CHICAGO DRYER RETURN MATERIALS AUTHORIZATION POLICIES AND PROCEDURES

In order to return a part to us for credit, a Return Material Authorization (RMA) number issued by the Chicago Returns Department is required. To return defective warranted parts you must submit an RMA request within the warranty period. Any other RMA requests will be considered at the sole discretion of Chicago Dryer.

Submitting an RMA Request

To submit a Return Material Authorization (RMA) request, complete the *Chicago Dryer RMA Request Form* ([click here](#)) and Email it to rma@chidry.com. The following information is required:

1. The six-digit Chicago Dryer ORDER NUMBER found on the Pack List and/or Parts Invoice (Figure 1). This is *not* the same as the Invoice number, Packing List Number, or PO Number.
2. The Chicago part number and quantity to be returned.
3. If the part is still under warranty, the serial number of the warranted machine from which the part was removed.
4. A *detailed* and *specific* reason for the return e.g.: “Valve leaks at port 2”. Vague reasons such as “Broken” and “Warranty” will result in a delay of RMA authorization.

We have included space on the form for any of your company’s internal reference information you may need to include.

Failure to supply the required information may result in delayed attention to your request or denial of authorization. If you have questions, you can also call 773-235-4430 and ask for the Returns Department.

Shipping

After an RMA number has been issued, please ship the part(s) to our factory for inspection. Parts not received within 60 days of RMA number issuance will be closed as unreturned.

Chicago Dryer Company

Attn: RMA Department / (Issued RMA Number/s)
 2200 N. Pulaski Road
 Chicago, IL 60639-3737, USA

When preparing your part(s) for shipment, it is important to follow these requirements:

- Securely package the part(s) and any original packaging inside a new shipping box.
- Write the RMA number(s) prominently on the outside of the new shipping box(es). Do *not* write on any original packaging or directly on the part(s).
- Ship the box(es) to us freight prepaid and insured.
- Include a copy of the completed Chicago RMA Request Form (with RMA number/s when available).
- Returned parts should be shipped by the most economical mode of transportation with charges prepaid by shipper/purchaser.
- Parts returned to the factory by United Parcel Service (UPS) exceeding \$100.00 in value must be insured at shipper/purchaser expense.
- Parts returned to the factory by any other method must be insured for full replacement value by the shipper/purchaser.

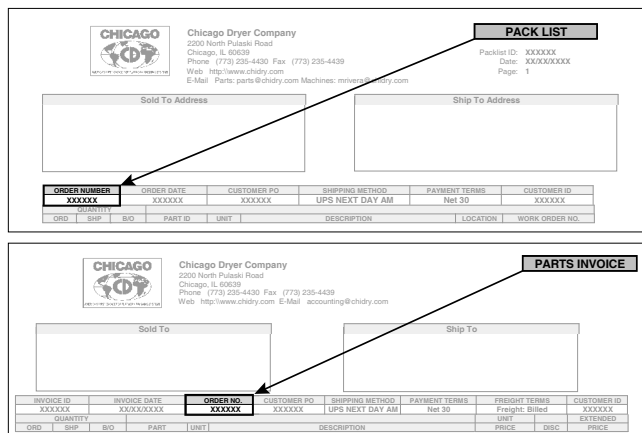


Figure 1: Order number locations.

Shipping Damages and Loss

- All claims for loss or damage during transportation in either direction are the responsibility of the purchaser. We will not accept responsibility for any portion of transportation loss – whether concealed damage or otherwise.
- When transportation damage occurs on returned parts and liability is denied by the carrier for insufficiency of packaging or any other reason, any liability is for the account of the shipper / purchaser.
- We will assist you in every reasonable way possible in collection of your claim for loss or damage in transit, but this does not make us responsible for collection of your claim or replacement of the material.

RMA Policies and Procedures

- RMA requests for defective parts under warranty must be submitted within the warranty period.
- RMA requests for any other reason that are submitted within a reasonable time line may be considered for credit at the sole discretion of Chicago Dryer. A restocking fee may apply.
- The issuing of an RMA number does not guarantee that credit will be forthcoming.
- After an RMA number has been assigned, it will be held open to return of the part(s) for 60 days, after which it will be closed as unreturned. Parts received after the RMA is closed will be treated as unauthorized returns.
- Once the part has been received, it will be evaluated in-house and a credit decision will be made based on our findings. Credit will be refused for parts that are out of warranty, have been abused, that test without defect, or any other valid reason.
- Do *not* write directly on the part(s) and any original packaging.
- Parts inspected and found to be without defect may be subject to a handling fee of \$50. You may also be subject to a vendor inspection fee.
- If we agree to issue credit for parts, your account will be credited and a copy of the credit memo sent to the Distributor.
- If we decline to issue credit on the part(s) returned, you will be given the option of having us send the part(s) back to you at your expense or we will discard them for you. We reserve the right to discard parts if you do not inform us of your choice within 30 days of our notification to you.

Warranty

To receive credit for parts under warranty, an RMA request must be submitted within the warranty period and warrantied parts must be shipped back to the factory within 60 days of RMA number issuance. Consumable items are not covered under warranty.

- Machine Warranty: 1 year from factory ship date.
- Replacement Parts Warranty: 90 days from factory ship date.
- If an extended warranty is applicable, please provide documentation at time of RMA request.

Restock Fees

- New, resalable parts of current design, if returned in unused condition with prior authority and RMA number may be subject up to a 25% restocking fee.
- Unauthorized RMA returns may be subject up to a 30% restocking fee if accepted.
- All special-order items are non-returnable and nonrefundable.

Unauthorized Returns

All parts shipped to the factory after the RMA is closed or without a valid RMA number will be considered Unauthorized Returns.

- There is no guarantee for credit issuance for Unauthorized Returns.
- A 30% restocking fee may apply to Unauthorized Returns if accepted.

Repairs

Some parts can be repaired by either Chicago Dryer Company or by factory arrangement with one of its vendors. Complete the *Part Repair Request Form* ([click here](#)) and Email it to rma@chidry.com.

Authorized RMA numbers are required for repairs, as are POs. There is a \$50 Inspection Fee to begin the process. This fee is non-refundable, but will be applied to the repair cost if repair is possible. Please call or Email the Chicago Returns Department if you have questions about this repair program.

CHICAGO

Chicago® Dryer Company RMA Request Form

Save this file in a convenient location on your computer to be used whenever you wish to return parts. Instructions: Please provide the appropriate information in the spaces below, one line per part number, or reason for return. Two columns have been provided for your reference. The six-digit Chicago Dryer Company ORDER NUMBER is critical since it is electronically linked to your account. This is *not* the same as the invoice number, pack list number, or your PO number. The machine serial number is required only if the parts are to be returned for warranty consideration. Please be as *detailed and specific* as possible with the reason for the return e.g.: "Valve leaks at port 2". Vague reasons such as "Broken" and "Warranty" will result in a delay of RMA authorization.

	Chicago Order No.	Part Number	Qty	Serial Number	Warranty? (yes/no)	Specific Reason for Return	RMA (Leave blank)	Ref 1	Ref 2
Ex.	160524	0202-325	1	50633	yes	valve leaks at port 2			
1									
2									
3									
4									
5									
6									
7									
8									
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11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

Date: _____ Ordered By: _____

Return this form as an e-mail attachment only to rma@chidry.com

PART REPAIR REQUEST FORM

Some parts can be repaired by either Chicago Dryer Company or by factory arrangement with one of its vendors. Authorized RMAs are required for repairs, as are POs. There is a \$50 Inspection Fee to begin the process. This fee is non-refundable, but will be applied to the repair cost if repair is possible. Please call the Chicago Returns Department if you have questions about this repair program or Email rma@chidry.com.

CONTACT INFORMATION

Request Date: _____
Ordered By: _____
Telephone: _____
Distributor ID: _____
Distributor PO: _____

PART INFORMATION

Part No.: _____
Qty: _____
Machine Serial #: _____

Description:

RETURN SHIPPING INFORMATION

Name: _____
Address Line 1: _____
Address Line 2: _____
City: _____
State/Province/Region: _____
ZIP/Postal Code: _____
Country: _____

Shipping Method *(please check one)*:

- | | | |
|---------------------------------------|--------------------------------------|--------------------------------|
| <input type="checkbox"/> UPS NEXT DAY | <input type="checkbox"/> AIR FREIGHT | <input type="checkbox"/> DHL |
| <input type="checkbox"/> UPS 2nd DAY | <input type="checkbox"/> FED EX | <input type="checkbox"/> TRUCK |
| <input type="checkbox"/> UPS GROUND | <input type="checkbox"/> OTHER _____ | |

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