

Return Goods Policy

OmniMax at its discretion may accept Products of its manufacture for return and material credit subject to the following conditions:

1. No Returns on All Order (RETURN ORDER APPROVALS ARE LIMITED TO DAMAGE, PRODUCTION DEFECTS, AND/OR IMPROPER ORDER FULFILLMENT).
2. Receiving party on site to audit packing slip and/or BOL before unpacking.
3. BE ADVISED: customer has 5 business days upon receiving to audit materials, document, record and report any necessary claims due to damage, production defects and/or improper order fulfillment.
4. Formal RMA Approval Number (Return Materials Authorization) required from OmniMax.
5. RMA Request must include the following information:
 - *Delivery / Pick Up Dates*
 - *Part Number(s)*
 - *Product Description*
 - *Quantities*
 - *Sales Order*
 - *Invoice Number*
 - *Reason for Return Request / Proof of Damage*
6. Material must be returned within 20 days following a receipt of an RMA number and/or three (3) failed attempts to recover delivered product, after which the RMA number will be canceled and no longer valid. Material purchased more than 30 days prior to the return request is not returnable.
7. Credit will be allowed for quantities verified as received by OmniMax in good condition and subject to OmniMax inspection.
8. NO CASH REFUNDS.