



Hale Products Inc. •  
A Unit of IDEX Corporation  
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## Material Return Policy

A Material Return Authorization (RGA) number must be requested from Hale Products Inc., prior to returning any merchandise. Hale will refuse shipments that do not have RGA markings. Hale will fax a copy of the RGA form. It is preferred that the RGA form be used as the packing slip for the return.

Replacement parts, complete items, or accessories must be in new condition or are able to be resold. All items must be marked with Hale Part numbers.

Material must reflect the original purchased item. Sub-components (or parts of end items) will only be accepted at Hales discretion. Hale shall determine the value of sub-components independent of replacement part pricing.

Special orders items are not returnable for credit. These items include Special Configurations of product, replacement parts manufactured for specific repairs, and customer specific material.

Material must be returned within 120 days of original purchase to qualify for the credit. Material older than 120 days will be accepted at the discretion of Hale Products.

Material that meets all of the above criteria will have a 20% inspection and return fee deducted from the credit value.

Any material returns that our denied will be documented and communicate to the customer in writing. Customers will have 30 days after this notification to response to Hale on whether they want this material returned. Unless this notification is received in this timeframe, Hale will dispose of this equipment.

All special agreements for returns that do not qualify per the rules above, must be documented, including inspection requirements, shall be documented in the RGA prior to the return of the material.