



Warranty Claims / Returns (RMA) / Credit Authorization Procedures:

Compass Manufacturing International understands the need for expediency in filing claims. In order to ensure the best possible service; please follow the procedures outlined below.

Receiving Order Procedure:

****Upon receiving skid, Damaged or Not, sign B.O.L. with the following Disclaimer****
Received but subject to count for concealed damage

Warranty Procedure:

- Warranty Orders are processed at no charge.
- 24 to 48 Hour Lead Time on replacement parts: (pending inventory)
- Claims over \$200 may require representatives inspection
- Items may be required to be returned for Inspection & Analysis
- Warranty Orders must be received by 3:00pm EST to receive same day processing
- Warranty Order Form- with previous order number- must be completed before submitting

Returns (RMA) Procedure:

- 10 Days from Delivery date for all orders with Shipping Damage or Order Discrepancy
- 30 Days from Delivery date for all orders with Concealed Damages
- No Returns on Special Order Items
- All Returns subject to a 25% Restocking Fee
- All Items allowed to be returned must be in original packaging
- Compass will not accept any merchandise returned without an issued Credit Authorization

Credit Authorization Procedure:

1. Picture of Products on original pallet in original packaging.
2. Picture of Part # on the original packaging
3. Picture of PO# / Lot # on the original packaging

****Do not deduct from payment of merchandise. Any deduction without approval is subject to finance charges.****

Warranty Claims are given highest priority and reviewed daily by Compass Production Managers. Claims are entered into the database and tracked for type, frequency, and dealer occurrence in order to reduce/eliminate future claims.

Submit Warranty & Returns (RMAs) via the Warranty Order Form / RMA Form:

Email- warranty@cmiproduct.com

Fax: 502-361-6956

Please Sign, Date, and Return to Compass to be added your Customer File: Initials/Date: _____/_____