



RMA's Made Easier!

Why?

Of course our goal at OFS is to meet and exceed your expectations, making and shipping perfect product everytime. Until we achieve this goal 100 percent of the time, however, there will be requests for Return Materials Authorization. So in the meantime, we've found a way to make this process easier for you, while ensuring we are not hampered in our efforts to get you and other customers the right product in a timely manner.

What's Changed?

Previously

It could take up to 5 business days for us to first issue an RMA number. Then, sometimes, it took even longer for us to inspect and test return product before issuing a credit to your account. Then, it depended on the details of the situation whether we would reship on your original purchase order or require that you issue a new one.

Now

- It is all much quicker now.
- In most instances, we will issue an RMA number and a new ship date for replacement product by the next business day.
- Return the materials to us within 45 days, and we will credit your account immediately upon receipt.
- Please enclose with your shipment the Return Materials Authorization form we fax you; a Credit Memo will be issued separately.
- We will inform you of the results of our inspection and testing and may reship the original product if it is found to be satisfactory.
- All shipments will be sent with a new invoice.

Note: Our terms and conditions of sale still apply, including restocking and service charges for non-defective merchandise described primarily in paragraphs 6 and 7 of our standard Terms & Conditions.



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