



RETURN CANCELLATION POLICY

PARTS:

- Missing or damaged packages or parts must be reported in 30 days from date of shipment or credit will not be issued. A new PO will be required for replacements to be shipped.
- Customer Service will provide an RMA for parts that have been approved for return. The customer must issue a new PO for the replacement material. Defective parts must be returned with freight paid by the customer. Upon return, the parts will be inspected. If determined to be defective and under warranty, a credit will be issued for the new PO.
- FMH will not accept returns on parts older than 30 days from date of shipment.
- FMH will not accept approved returns without an RMA attached.
- Parts ordered in error may be returnable if they are properly packaged and no more than 30 days old from date of shipment. The customer will be responsible for the return freight cost and there will be a 25% restocking fee applied prior to credit being issued.
- A cancellation fee may apply for cancellations on non-stock items

EQUIPMENT:

- FMH will NOT accept returns on custom equipment.
- No cancellations or design changes will be accepted once production has begun. The customer will be responsible for the full cost of the order if changes are made, at this point. Production could begin 2-4 weeks prior to the scheduled ship date of an order, depending on the current production schedule.
- The following fees will apply if an order is cancelled, or design changes are made prior to production:

Order Processing Fee - \$100 net per hour

Engineering Fee - \$150 net per hour

Cost of all raw materials ordered