

## **McWilliams Forge Returned Material Authorization Policy**

This policy applies to any material that is to be returned to McWilliams Forge for technical or commercial reasons. The purpose of this policy, as part of our Quality Management System, is to ensure that all returned material is properly evaluated, documented and credited as required.

If a customer needs to return material to McWilliams Forge for either commercial or technical reasons, they need to first contact the Sales Department at, 973-627-0200.

The material in question needs to have a full description including inspection reports with discrepancies identified, and digital photos if possible. We will then review all of the documentation before the material is authorized for return.

**Please note, the evaluation process may take some time before an RMA is issued, but the step is necessary to minimize the expenses for both parties.**

Once determined that the material is to be returned, McWilliams will issue an RMA number, and will specify the ship method. All shipping documents must include the McWilliams' RMA number.

When the material is received by McWilliams Forge, it will be fully evaluated and a disposition made. The disposition will include credit issues as well as material replacement.

Any material returned to McWilliams that is found to be satisfactory to the PO requirements, will be returned to the customer at their expense, including freight and handling charges.

**Any material that is returned to McWilliams Forge without a proper RMA authorization will be returned to the customer at their expense.**