

RETURN GOODS POLICY

E-Mon D-Mon

Energy Monitoring Products & Systems

After acceptance, all sales of meters are final. E-Mon may, in its sole discretion, authorize product returns in appropriate circumstances, subject to such conditions as E-Mon may specify. Any such return is subject to the express prior authorization and approval of E-Mon. Buyer must notify E-Mon at (800) 334-3666 and request a Returned Goods Authorization Number ("RGA Number") and state the specific reason for return. Unauthorized returns will not be accepted.

When requesting an RGA Number, please supply the following information*:

1. Distributor name and address
2. Model number of meter
3. Original purchase order number
4. Reason for return

* NOTE: RGA numbers requested by stocking distributors for stock adjustments must be accompanied by a purchase order for material of equal or greater value.

All paperwork and boxes must be marked with an RGA Number issued by E-Mon. All authorized returned goods must be shipped freight prepaid to E-Mon at the address specified below. E-Mon is not responsible for uninsured packages or packages lost by your carrier.

E-Mon, 850 Town Center Drive, Langhorne, PA 19047, ATTN: [RGA Number]

All returns are subject to a handling/restocking charge, except for product shipped-in-error or products under warranty. ALL charges (modification, repair, restock, etc.) related to returned products will be determined by E-Mon upon evaluation. All shipping costs are the responsibility of Buyer.

METERS RETURNED FOR CREDIT

Replacement meter ordered	15% Restock Charge
NO replacement meter ordered	25% Restock Charge

METERS RETURNED FOR REPAIR (STILL UNDER WARRANTY)

Meter OK, no defects found	\$75.00 evaluation charge
Meter needs repair due to events not covered under warranty	Charges upon evaluation

METERS RETURNED FOR EVALUATION (NO LONGER UNDER WARRANTY)

Evaluation charge	\$75.00
Other charges will apply depending on evaluation by E-Mon.	

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