

Parts Returns Policy/Return Goods Policy

Part 1. New Machines

Components on new machine purchases follow the following criteria:

1. Original contractual guarantee/warranty of the machine.
2. Manufactured Components – Follow contractual guarantee/warranty of the machine
3. Purchased Components - Manufacturer's guarantee/warranty period.
 - Manufacturer's guarantee/warranty covers the component to be free of manufacturing defects.
 - Manufacturer's guarantee/warranty does not cover misuse, abuse, or misapplication of their component.

If a component(s) are within the guarantee or under warranty the following procedure must be followed:

- A. You must talk to a service technician to verify that the issues with the component(s) are valid.
- B. Obtain an RGA# from our parts department.
- C. Ship the component(s) to Matrix Packaging Machinery, Inc. with the RGA number boldly on the package.
- D. Wait for an evaluation from Matrix Packaging Machinery, Inc. of the component(s).

Please Note The Following:

- Absolutely no components received without an RGA # will be accepted and will be returned to the sender at their expense.
- Shipping & handling charges are the sole responsibility of the customer.

At the end of the above procedure the evaluation will determine whether credit will be issued.

There will not be any exceptions to these terms without signed consent of one of the following individuals:

- Dee Willden
- Mark Willden
- Marcel (Charles) Willden

Part 2. Standard Purchase Components

Standard purchased components use the following criteria for guarantees/warranty:

1. Manufactured Components –
 - A. Guarantees the component to be free of manufacturing defects.
 - B. Does not cover misuse, abuse, or misapplication of their component.

2. Purchased Components – Manufacturers cover the warranty only. If the manufacturer covers it as a warranted item, then credit will be issued
 - A. Manufacturer's guarantee/warranty covers the component to be free of manufacturing defects.
 - B. Manufacturer's guarantee/warranty does not cover misuse, abuse, or misapplication of their component.

These purchased components are only returnable within 30 days from the shipping date and the customer will be charged a 20% restocking fee. The purchased components must be in their original packaging, unused, and in new condition.

If a component is within the guarantee or under warranty the following procedure must be followed:

1. Obtain an RGA# from our parts department.
2. Ship the component(s) to Matrix Packaging Machinery, Inc. with the RGA number boldly on the package.
3. Wait for an evaluation from Matrix Packaging Machinery, Inc. of the component(s).

Please Note The Following:

- Absolutely no components received without an RGA # will be accepted and will be returned to the sender at their expense.
- Shipping & handling charges are the sole responsibility of the customer.

At the end of the above procedure the evaluation will determine whether credit will be issued.

*Custom made components are not refundable at all.

There will not be any exceptions to these terms without signed consent of one of the following individuals:

- Dee Willden
- Mark Willden
- Marcel (Charles) Willden