

**Returns Process:**

1. Contact Junge at 319-365-0686, option 2 for parts and service to obtain an RMA number.
2. Fill out RMA form in its entirety; place the RMA form in the box with the item(s) being returned.
3. Return items to:  
*Junge Control*  
*Attn. (RMA # Provided)*  
*640 29<sup>th</sup> Ave SW*  
*Cedar Rapids, IA 52404*
4. Once items are received your RMA will be processed and evaluated for credit.

**Return Material Authorization (RMA) Form**

|                                   |  |                      |              |
|-----------------------------------|--|----------------------|--------------|
| <b>Company:</b>                   |  | <b>Contact Name:</b> |              |
| <b>Address:</b>                   |  |                      |              |
| <b>City:</b>                      |  | <b>State:</b>        | <b>Zip:</b>  |
| <b>Email Address:</b>             |  |                      |              |
| <b>Phone:</b>                     |  | <b>Fax:</b>          |              |
| <b>RMA # (Issued from Junge):</b> |  |                      | <b>Date:</b> |

| Equipment Model/Panel Number | Equipment/Panel Serial Number | Date Purchased | Original Order Number |
|------------------------------|-------------------------------|----------------|-----------------------|
|                              |                               |                |                       |

| Qty. | Part Number | Reason For Return |
|------|-------------|-------------------|
|      |             |                   |
|      |             |                   |
|      |             |                   |
|      |             |                   |

**Additional Notes:****Junge Return Policy:**

Unauthorized returns will not be accepted. Any authorized returns must include a RMA number and are subject to a 25% restocking fee and inspection. All returns must be received within 30 days of the RMA issue date unopened in the original packaging. Warranty claims and replacement orders will be invoiced as normal. Warranty parts must be returned with an RMA number and are subject to evaluation before credit will be issued. Returning items for warranty evaluation does not guarantee replacement or credit. All transportation charges for returned merchandise are to be prepaid and borne by the purchaser. No credit will be given for software or computer returns.