



**Environmental Monitoring Systems, Inc.**

3864 Leeds Avenue  
Charleston, South Carolina 29405

TEL 843-724-5708 TOLL FREE 800-293-3003

FAX 866-724-5700

Email: [info@emssales.net](mailto:info@emssales.net)

Website [www.emssales.net](http://www.emssales.net)

## **EMS RETURN POLICY**

EMS offers a variety of products and brands; therefore our return policy is unique for each product category and item. Please read below for general information and contact EMS to discuss specific situations.

1. Customers must have a Return Authorization (RA) number before returning a purchase.
2. Shipping charges and return shipping charges for returned merchandise will be charged to the purchaser's account.
3. Important: Merchandise returned without a Return Authorization (RA) number issued by our Customer Service ***will not be accepted.***
4. If the returned item qualifies for a return authorization AND, after the item has been received and verified to be complete and in good condition in our shipping department, customers should allow 30 days for a refund to appear on their statements.
5. For items that arrive damaged or defective, please contact us immediately at 1-800-293-3003. We will make arrangements to have a replacement item or part sent to you free of charge. It is the customer's responsibility to report freight damage immediately. Reporting damage at a later date can significantly reduce the chance of being compensated by the carrier. Defective products are considered to be units that are experiencing mechanical failures and/or experiencing failure occurrences that our technicians are unable to diagnose or repair to an acceptable condition. Products with expiration date codes will not be accepted for return within 60 days of expiration.
6. Returns are expected to arrive at EMS appropriately packaged and in their original state. That is, all additional items included in the original unit, such as owner's manuals, hardware, accessories, etc., are expected to be returned as well. Should the product arrive damaged or incomplete, the customer will be held responsible for all costs incurred to repair and/or complete the unit. Pumps, instruments, etc. should be placed in a sealed plastic bag prior to the addition of packaging "peanuts", etc. to prevent fouling crevices and motors during shipment.
7. Delivery Refusal or Returned Merchandise: If a customer orders a product from us and refuses delivery of the item, AND/OR returns merchandise, shipping charges plus a restocking fee up to 20% of the purchase price will be charged.



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**Return Material Authorization (RMA) Request**

**All information must be completed and a Purchase Order received before a RMA will be issued.**

**Company Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_

Please select the preferred method of communication:  
 Phone:  Email :  Fax:

**Upon completion of the information below, please return via fax to 866-724-5700 or email to [info@emssales.net](mailto:info@emssales.net) . We will process the order and fax/email you back the RMA number as well as a label that is required to be affixed to the shipment.**

<b>Your Bill To Address:</b>	<b>Your Ship To Address:</b>

**UNITS TO BE RETURNED:**

Model Number	Serial Number		Model Number	Serial Number

**Additional Information:**

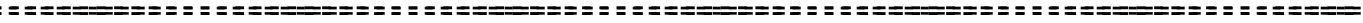
**Please check reason for return:** Calibration:  Repair:  (Provide details below) Other:  (Provide details below)

Comments/Details: \_\_\_\_\_  
 \_\_\_\_\_

Preferred Shipping Method: \_\_\_\_\_

**Purchase Order Number/Credit Card Information:** \_\_\_\_\_

EMS will issue a RMA number and label for you to return your equipment to us. This label must appear on the outside of the shipping carton and the number on any paperwork submitted to EMS. Please place a copy of this form in your package upon return.  
**When calling with questions, please have your RMA number on hand.**



The information below will be completed by EMS and returned via fax or email to Customer.

**RMA #** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_

**Estimated Turnaround time from receipt of product:** \_\_\_\_\_ **Price of Service:** \_\_\_\_\_  
 (Based on PO/Credit Card and no repairs)