### Purpose

The purpose of this procedure is to document MSI’s customer return of product with a manufacturing defect and cancellation policy. All orders are conditionally accepted by MSI subject to this policy.

### General

All MSI products are made to order. No returns of product unless it has a manufacturing defect and is within 90 days of shipment. Customer return or cancellation will focus on customer specifications, drawings, and PO documented requirements for the product and/or the material, tooling, and completed labor in the order.

Limited Warranty

1. **Inspection**
   1. It is the duty of the customer to inspect the product prior to use.
2. **All Warranties are void if:**
   1. Product is misused, abused, or modified after delivery
   2. Product is improperly or incorrectly stored after delivery
   3. Use of tools after noting a discrepancy during inspection prior to use.
3. **Limited Warranty Period**
   1. 90 days after shipping product
4. **Liability** 
   1. MSI’s liability is limited to the actual price of the tool as shown on the original purchase order.

### Procedure for Returns of Defective Product

1. **Request For RMA**

Contact MSI for Return Material Authorization (RMA). Product will not be accepted without RMA.

1. **Material Returned Prepaid**

Prepay shipment to MSI (credit will be issued if the material is found defective).

1. **MSI Verification**

Any product’s physical, dimensional, geometrical, and functional requirements that are in question will be verified by our quality department.

* 1. If parts are found to have a manufacturing defect and not accepted by the end user
     1. MSI will credit, repair or replace at MSI’s discretion.
        1. Credit will be issued and rebilled when returned
  2. Parts not found to have a manufacturing defect and/or accepted by the end user
     1. Returned to Customer at customer’s expense

1. **Issuance of credit will be based upon MSI’s evaluation of the items and the circumstances of return.**

Procedure for Cancellation of order in process

1. **Before job order has been issued or material purchased**
   1. No Charge
2. **Job has been Entered**
   1. 5% of the Order or $750.00 whichever is greater
3. **Material ordered (a + b + c)**
   1. Material and any special tooling cost plus handing charge
   2. Changes to the shop and or equipment list to satisfy the order cost
   3. 5% of the order or $750.00 whichever is greater
4. **Job started but not completed (a +b + c)**
   1. Material and any special tooling plus handling charge
   2. All labor at current shop rate up to the full price of the order.
   3. 5% of the order or $750.00 whichever is greater

Procedure for the Expediting of order in process

1. Level one (Job is scheduled as first in, first out)
2. Level two (Job is moved to next in line) 40%
3. Level three (Other work is stopped, and work started on job) 50%