

Monico, Inc Return, Exchange & Repair Guidelines

Returns and Exchanges

Monico will accept returns and exchanges of merchandise after an RMA number has been issued. If you are returning or exchanging any product, the below guidelines must be followed for your account to be credited.

1. Monico will consider returns and or exchange for standard stock items only. The return or exchange must be made within 30 days of the original sale date and is subject to a restocking fee.
2. Product must be in new, unused condition. No scratches, dents, dirt, residue, labeling or markings of any kind may be on the product. (In the case of CDL Gateways, the black power plug and Compact Flash card must be present along with the CDL card. In the case of J1939 Gateways, the grey terminal block must still be installed in the Gateway, and the black power plug, Compact flash card and J1939 card must still be installed.)
3. All paperwork and packaging originally included with the products must be returned with the product, and be in usable condition. Datasheets may not be wrinkled or soiled and the packaging with the product must be in usable condition; not wrinkled, soiled, etc. (for example, the paper wrapping and padding included with Gateways must still be new and the Gateway boxes must not be dented, damaged or marked in any way)
4. When shipping products back to Monico, **the box the product is packaged in may not be used to return the product via shipping.** All products must be shipped in a separate box with proper packing and protection. (for example, all Gateways are packaged in a 9x6x5 box and labeled with company and product information. That box may not be used for shipping purposes)
5. Shipping boxes must be marked with the assigned RMA number and returned to the specified address for testing or return. Please be sure to confirm the correct shipping address with your representative.
6. All properly returned units will be credited to your account less a 20% restocking fee.

Note: Monico does not offer cash refunds.

Repairs

Monico accepts units back for testing and repair after an RMA number has been assigned to the case. All returns must go through technical support for remote trouble shooting prior to being sent back for evaluation.

1. Ship the unit to Monico at the address given to you by a technical support representative. The RMA number must be clearly marked on the outside of the shipment.
2. After the unit has been tested and evaluated, the technical support representative assigned to the RMA will contact you regarding the action needed.
3. If Monico can solve the problem with the unit in-house or if the unit can be repaired under warranty, no payment will be required.
4. If the unit is not repaired under warranty, your company will be required to issue a Purchase Order to Monico to cover the cost of repairs and return shipment.

Note: units being sent for evaluation and repair do not require original packaging and documentation

Advanced Replacement Guidelines

1. All advanced replacements must be approved by a Monico officer or designated alternate and must be within 90 days of original shipment.
2. A full price Purchase Order must be submitted to Monico (zero dollar purchase orders will not be accepted) for all replacement units being shipped. The PO should list all part numbers being advanced, quantity and shipping method and the assigned RMA number should be referenced.
3. The units being returned must be shipped to Monico within seven business days of the replacement unit's receipt to avoid invoicing. If the units to be returned are not shipped within seven business days, the customer will be invoiced at full price.
4. If a returned unit is repaired under warranty, a credit will be issued to the your customer account and that credit will offset the Purchase Order submitted for the replacement unit. However, the Purchase Order will be held open for two weeks after the return of the repaired part. If the replacement unit is not received by Monico within two weeks time, the Purchase Order will be processed and your company will be charged for the unit.
5. If a returned unit requires repairs not under warranty, separate terms for repair and billing will be advised and the same process stated in step four will be followed regarding the advance replacement unit.
6. If a unit is being exchanged, the unit will be looked over and, if necessary, tested when it arrives at Monico. If all guidelines have been followed and the returned unit is in working and resalable condition, a credit less the 20% restocking fee will be issued to your company's account. That credit will be applied toward the replacement unit's PO.