



Return Merchandise Authorization (RMA) Terms and Conditions

1. Purpose and Scope

These Return Merchandise Authorization (RMA) Terms and Conditions ("Terms") govern the return, repair, replacement, or credit of any valves or related products ("Products") manufactured or sold by **KITZ Corporation of America** ("Company"). No Product may be returned without prior written authorization from the Company in accordance with these Terms.

2. Eligibility for Return

2.1. RMA Required — All returns must be accompanied by a valid RMA number issued by the Company. Unauthorized returns will be refused and returned to the customer at their expense.

2.2. Return Period — Standard Products may be eligible for return within **180 days** from the date of delivery. Custom or special-order Products are **non-returnable** unless the Company determines they are defective under warranty. Excessive quantities will be reviewed.

2.3. Condition of Returned Products — Products must be new, unused, undamaged, and in original packaging. Products that show signs of installation, modification, or exposure to the elements will not be accepted. If the returned product is not accepted, the customer may have it shipped back to their location, freight collect, or have the Company scrap it.

2.4. Rejected Returns — In the absence of instructions received by the Company within thirty (30) days following issuance of the rejection notice, the Company shall have the right to scrap the rejected returned product.

2.5. Proof of Purchase — The original purchase order number must be provided with the RMA request.

3. RMA Request Procedure

3.1. Customers must submit an RMA request to **RMA@kitz.com**, including:

- Product or part number and MTR number if applicable
- Original purchase order or invoice number
- Detailed reasons for return or description of defect
- Photographs or documentation (if applicable)

3.2. Upon approval, the Company will issue a unique RMA number and shipping instructions.

3.3. RMA numbers are valid for **45 calendar days** from the date of issue. Returns received after this period will be rejected.

4. Shipping and Handling

4.1. Products must be shipped **freight prepaid** to the address specified in the RMA authorization unless the return is due to a Company error.

4.2. The RMA number must be clearly marked on all shipping documents and on the outside of each package.

4.3. The Company is not responsible for any loss or damage during return shipment. Risk of loss remains with the customer until the Company receives the product.

4.4. Returns that are sent freight collect or without proper documentation will be refused.

5. Warranty Returns

5.1. All warranty returns are subject to the Company's **Standard Warranty Terms and Conditions** in effect at the time of purchase.

5.2. Warranty coverage applies only to defects in material or workmanship. It does not cover damage caused by improper installation, misuse, corrosion, erosion, chemical attack, or unauthorized modifications. Modifications not performed by the Company or a Company-authorized modification facility are not covered.

5.3. Repaired or replacement Products are warranted for the remainder of the original warranty period.

6. Inspection and Evaluation

All returned goods shall be subject to inspection and evaluation by the Company upon receipt. Acceptance of returned goods is contingent upon the following conditions:

- **Condition Verification:** Goods must be in their original condition, unused, and accompanied by all original packaging, documentation, and accessories unless otherwise agreed in writing.
- **Compliance Check:** Returned goods will be inspected to confirm compliance with the return authorization and any applicable warranty or return policy.
- **Damage Assessment:** Any goods found to be damaged, altered, or non-compliant may be rejected or subject to an additional fee at the Company's discretion.
- **Final Determination:** Company reserves the right to determine whether the returned goods qualify for credit, replacement, or refund after completion of the inspection process.



7. Restocking Fees and Credit

- 7.1. Non-warranty returns of standard Products will be subject to a restocking fee of 25% of the net purchase price.
 - 7.2. Credit will be issued only after inspection and acceptance by the Company.
 - 7.3. No cash refunds will be provided; credit is applied toward future purchases only.
 - 7.4. Freight charges are non-refundable, unless the return is due to the Company's error.
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8. Limitation of Liability

- 8.1. The Company's liability under these Terms is limited to the repair, replacement, or credit of the returned Product as determined by the Company.
 - 8.2. Under no circumstances shall the Company be liable for indirect, incidental, consequential, or special damages, including loss of profits, downtime, or labor costs, arising from any Product defect or return.
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9. Governing Law

These Terms shall be governed by and construed in accordance with the laws of **the state of Texas**, without regard to its conflict of law principles. Any disputes shall be subject to the exclusive jurisdiction of the courts located in **Fort Bend County**.

10. Revisions

The Company reserves the right to revise these RMA Terms and Conditions at any time without prior notice. The version in effect at the time of RMA issuance shall apply.

KITZ Corporation of America

Effective 05/08/2026

RMA Department

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Phone: 800-772-0073

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