

## **Steamerics Return Policy**

Customers have 10 days from the date of delivery to the shipping address indicated in the invoice to request return and submit the RMA request form.

First, contact Steamerics to request a return. This will generate a Case Number.

Before returning merchandise, customer must complete and submit a Return Merchandise Authorization (RMA) Request Form and acquire an RMA number. Packages without an RMA number will not be accepted by Steamerics.

The RMA number expires 14 days after being issued. All items must be returned within this time frame.

The return shipment must include the product and a copy of the invoice, and the RMA number clearly labeled on the box to prevent refusal at our receiving facility.

Product(s) must be securely packaged for return. Steamerics is not responsible for damages / loss during transit.

Return is subject to a 15% restocking fee plus applicable charges for labor and supplies to repair damages if any.

Returned goods must be insured and in the original packing conditions.

Return freight cost and insurance shall be prepaid by the buyer. Customers outside the United States are subject to border processing fees.

Refund will be issued within 30 days of return. Applicable charges will be deducted from the original payment amount.



## RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

### Customer Information

Company Name:	Contact Person:
Original Sales Order or Invoice #:	Case Number: SST
E-mail:	Phone:
Item #s:	Shipping Address:

**Reason for Return** - Please select only one.

- Return for Refund [Machines]. Per Steamericas return policy, minimum restocking fee of 15% and return shipping cost will be deducted from return credit. Used guns and hoses **cannot** be returned for refund. **No return after 10 days of delivery date.**
- Return for refund/exchange [Parts, Accessories]. Per Steamericas return policy, restocking fee of 15% and return shipping cost will be deducted from return credit. **No return on used items. No return after 10 days of purchase.**
- Return for repair. Steamericas will allow returning of product for repair after exhausting all remote troubleshooting options. All shipping is to be paid by customer. By returning product, customer gives Steamericas permission to investigate the product. Steamericas technical department is the sole authority to determine cause of failure. Unless identified as a factory defect within the warranty coverage period, Customer will be responsible for all repair charges necessary to repair item(s). Customer has **14 days** to respond to Steamericas disposition and/or repair options given to customer, or merchandise shall be discarded at Steamericas discretion.

For further information, please refer to Steamericas [return policy](#) or call (844) US STEAM.

**Once you have fully read, understood and agree with our Return Policy terms and conditions, please sign below and submit via fax or email:**

*Customer Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

**Send all Return Requests to:**  
[tech@steam.am](mailto:tech@steam.am) or 866-275-3582 (fax)