



C. Hoelzle Associates, Inc.
40 Tesla Bldg A, Irvine, CA, 92618
Fax #: 949-251-9291 Tel. # 949-251-9000

Credit Policy & Agreement

Customer Contact Date: _____ Initials _____
(Salesperson)

Customer # _____ RMA Date _____

Company _____ Phone # _____

Attention _____ Fax # _____

REF: Original Transaction Total of _____ pages, including this one

PO# _____ SO# _____ Invoice # _____ Shipper #: _____

Please write the following RMA# on the outside of the box when returning your product for credit:

RMA # _____ Product must be received at CHA by _____ (due date) to have credit processed.

P/N _____ Qty. _____ N/R _____

Comments _____

C. Hoelzle Associates, Inc.'s (CHA) Credit Policy is as follows:

To return product for credit *, you must call 949-251-9000 for a Return Material Authorization (RMA) number within 7 working days of ship date from CHA. (Returns without a RMA number will be shipped back to the customer freight collect.)

You must return the originally purchased product in the same condition as you received it. Please utilize the original shipping container, if at all possible. At a minimum, the product must be returned in sufficient packaging to prevent damage. Items must arrive at CHA's dock within 7 working days from the date the credit RMA # was issued. (If product arrives **late**, or the product **was not purchased from CHA**, it will be shipped back to you freight collect.) If CHA is responsible for product shipped in error and the product is returned as instructed above, CHA will issue a full credit to you. Otherwise, all credit returns are subject to a restocking fee of **\$50, or 20%** of the purchase price, whichever is greater, plus the original shipping charges. Credits will only be applied to the originally billed customer account.

CHA evaluates all credit returns for defects, damages, missing components or parts. You will be advised of any nonconformances and charged accordingly, in addition to the restocking fee.

When applicable, an hourly cleaning fee may apply for spilled toner on product returned for credit, billed at CHA's current labor rate.

NOTE: If you return the original product on an advance exchange RMA, it will be processed as an exchange. You will receive a credit for the difference of the purchase price and the exchange price, as originally quoted.

* **Consumables may not be eligible for credit. Manuals, video tapes and special order items are not eligible for credit.**

Please sign this agreement and fax it back to 949-251-9291. Thank you.

I understand the above policy and agree to its terms.

Signature _____ Title _____ Date _____

(crdtply.txt. 07/07/01F)