

Return Materials Authorization

Should a customer find it necessary to return merchandise, the returns must first be approved by Pan-Oston. Pan-Oston reserves the right to refuse the return of any merchandise. Returns may be accepted until 30 days from the on site date, subject to the following:

1. Prior to returning items, the Pan Oston Field Operations Department must be contacted (1-800-472-6678), and a return materials authorization number must be issued.
2. An explanation as to why the item(s) are being returned must be furnished at this time. Pan Oston reserves the right to reject any request for return.
3. **NO REPLACEMENT**. The shipping charges on any non-warranty item(s) being returned for credit only, must be prepaid by the purchaser and must be received within 30 days of receiving the original shipment.
4. **REPLACEMENT**. When an item(s) under warranty are being returned, the cost of the replacement item(s) and associated shipping costs will be invoiced to the purchaser. Providing the defective item(s) are received by Pan Oston within 30 days of the issuance of the RMA number, the purchaser's account will be credited the cost of the item and shipping costs in accordance with the specified warranty of the item. If the item(s) are not received by Pan Oston within 30 days of the issuance of the RMA number, no credit will be given and the purchaser's account will be charged for the cost of the item and shipping costs.
5. All packages and accompanying paper work must be clearly marked with the return material authorization number on the outside of the container.
6. Returned items must be in new and resalable condition.
7. Returns of used or special order items are not accepted for return at any time.
8. Non-warranty items being returned will be assessed a 25% restocking fee.

All authorized returns are to be returned to the following address:

Pan-Oston
6944 Louisville Road
Bowling Green, KY 42101
Phone: 800-472-6678