



NATIONAL COUPLING

Return Material Authorization Policy

A Return Material Authorization (RMA) number must be issued to the customer by NCC prior to the return of purchased goods to our facility. The RMA number will enable NCC to effectively document, track, receive and process returning goods at the highest level of quality and customer service.

All returns must have a valid RMA number clearly marked on return packaging and headlining any paperwork accompanying the shipment. Returned product received at NCC's dock not clearly marked with the correct RMA number will be returned to sender at the sender's expense.

Please confirm the following information to your NCC Inside Sales Coordinator for an RMA number to be issued to the requested return:

- Customer's Incoming Inspection Report
- Photographs of packaging and any damage to couplings if couplings are received damaged
- Customer NCR or a detailed description which clearly identifies a failure mode, defect or request for rework.
- PO number marked on the coupling
- NCC PN marked on the coupling
- Batch Number marked on the coupling
- Quantity being returned (per Batch Number)
- Confirmation as to whether a Debit Memo has been issued
- Test Report (if applicable) which should include:
 - Application
 - Test procedure step in which issue occurred

- Pressure and temperature at which issue occurred
- Confirmation that the issue occurred in mated or unmated condition
- Return PO if applicable

Not all RMA requests will be granted by NCC. Depending on the nature of the issue, the best solution may be to disposition the product prior to returning (i.e. scrapped, unrepairable, suggest seal kit replacement, etc.) to eliminate unnecessary shipping and processing costs.

Please use the original packaging including plastic sleeves, protective caps, thread covers and foam wrapping be used on all returned products whenever possible. Should the original product packaging not be available, then adequate packaging should be used to ensure adequate protection of the returned parts. The customer is responsible for delivering the returned product to National Coupling Company, Inc. undamaged.

The customer is responsible for paying outbound freight expenses for all returns, including any applicable import and/or export duties and taxes. National Coupling Company, Inc. will reimburse the customer for freight expenses incurred on all warranted repairs and rework.

NCC QA will conduct an RPE (Returning Product Evaluation) within 48 hours of receipt of returned goods. The results of this evaluation will be forwarded to the appropriate Buyer for distribution within their organization.

Should the returned parts be deemed defective or subject to a warranty claim, NCC will conduct an MRB (Material Review Board) meeting and determine the path forward (repair, rework, replacement, etc). In an effort to uphold NCC's high quality standards and supply our customers with the most reliable products, NCC will be responsible for supplying our customer a formal RCA (Root Cause Analysis) and corresponding CAR (Corrective Action Report) or PAR (Preventative Action Report) as applicable prior to returning any repaired items.

Please note that RMA numbers are only valid for sixty (60) days. RMA numbers older than sixty (60) days need to be revalidated by contacting your NCC Inside Sales Coordinator before the product is returned. Failure to comply with the above will delay the processing of an RMA request.

Thank you for your cooperation in following the above return policy and assisting NCC in the responsive supply of reliable products of the highest quality.