



Return Merchandise Authorization Procedures

SioGreen will be adopting the following RMA procedures for all installed SioGreen products.

Definitions:

Customer: The end user of any SioGreen product

Seller: Authorized contractor, plumber or installer of the SioGreen product that has been installed at the Customer's location

Third party: Wholesaler or Distributor of SioGreen products that supplied the product to Seller.

Regional Rep Agency: The Rep Agency in control of the territory where the SioGreen product is installed and who supplies the wholesaler/distributor.

Requesting an RMA number

1. Prior to returning any product to SioGreen, the Customer and/or Seller must first obtain an RMA number from SioGreen.
2. In the event of technical problems or malfunction, the Customer or Seller must first contact the Technical Support Area to find a solution for the problem. If no solution can be found, the Customer is entitled to request an RMA number from SioGreen.
3. To obtain an RMA number from SioGreen, the Customer or Seller must submit the request in writing on the form provided by SioGreen. This form must be submitted to SioGreen at sales@siogreenusa.com
4. After receipt of the RMA number request, SioGreen may contact the Customer/Seller to discuss the request and/or to obtain more information. Subsequently, SioGreen will check whether the product is within the warranty term and issue an RMA number if qualified.

Eligibility:

SioGreen will consider a request for an RMA number if requested within 10 days from the date of installation, with or without a warranty registration. Requests after the 10-day period will only be considered if the product has been properly registered with SioGreen for Warranty

Procedures:

If the SioGreen product qualifies for return, SioGreen will notify the Regional Rep Agency to coordinate the return of the unit in question.

1. Upon receipt of an RMA number, the SioGreen product will be replaced by the original installer from the inventory of the original Third Party wholesaler or distributor.
2. After the installation of the replacement product, the product in question must be returned to the Third Party wholesaler or distributor.
3. The Regional Rep Agency will retrieve the product in question and provide a replacement to the wholesaler or distributor.
4. The Regional Rep Agency will return the product in question to SioGreen for evaluation.
5. If SioGreen determines a manufacturing defect or component failure, SioGreen will issue a credit to the Regional Rep Agency.