



Return Policy

Serial Numbered Component Return Policy

All Serial numbered or assembled items, (frame assemblies, cylinder assemblies, variable volume clearance pockets and fixed volume pockets) and components removed from serial numbered or assembled items (i.e. crosshead guides, crossheads, balance nuts, etc.) are not eligible for return.

Parts Return Policy

All returns must be pre-approved via a Return Material Authorization (RMA) number. An RMA may be obtained by contacting the ACI Customer Service Team. Any part, for any reason, being returned must have an RMA. Credit is not guaranteed for parts that are returned without a corresponding and valid RMA. The customer is responsible for all incurred shipping cost, including duties and export fees. RMA numbers are valid for 60 calendar days from date of issue. All parts must be received at ACI within 60 calendar days of the RMA number issue date, or the RMA becomes void, and parts cannot be returned.

The customer is required to provide their original Purchase Order number and/or the Sales Order number, the part numbers with corresponding quantities to be returned, and reason for return. This information is necessary as every return is unique, and restocking fees are assessed accordingly. Dependent of the circumstances, restocking fees range from a minimum of 3% to 50% (although not limited to); with a \$250.00 minimum. If the invoice date of the order is greater than three (3) months old an automatic a minimum of a 50% restocking fee will be assessed. At no time an invoice date of six (6) months or greater will be considered for return. A few variables are used when assessing a restocking fees: were the part(s) special ordered or a commonly stocked item, was the order expedited, length of time from the order ship date, did the customer obtain an RMA prior to returning, etc. ACI reserves the right, at its sole discretion, to not accept any component returns.

The following criteria are mandatory for any return: (1) Part(s) must be in new condition / ready for re-sell and in their original packaging; and (2) Properly identified including valid part numbers. The customer is liable for all costs incurred if the return shipment is not met with acceptance. The customer will be notified should a part not qualify and/or pass inspection.