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PRODUCT RETURNING POLICIES OF ACME TECHNOLOGY, INC.

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1. REASONS FOR A RETURN

Acme will accept any return if the dimensions of the products are evidently out of the specified tolerance range or the nickel plating does not meet the specified requirements.

2. OTHER CLAIMS

For claims besides the above cases Acme will discuss with the customer about the solution to them based on the seriousness and the percentage of claimed product in an item.

3. CLAIM FOR A RETURN

For processing any product return the customer should first claim to Acme about the defects it finds in the products, provide detailed inspection data, photo or sample and indicate the percentage or quantity of defective ones in each claimed item.

4. RMA# FOR A RETURN

Acme will issue an RMA# to the customer if Acme accepts the claim. When the customer receives the RMA# it can ship the products back to Acme with freight paid by Acme. Acme will not process any return that does not have its RMA# for it.

5. REPLACEMENT OR CREDIT FOR A RETURN

When the return is justified (the returned product is verified to be defective) by inspection of Acme the customer has the options of demanding either a replacement or issuance of credit for the returned items if the quantity of defective product takes more than 10% of an item. If it takes less than 10% of an item Acme will normally issue credits to the customer rather than processing a return.

6. UNJUSTIFIED RETURN

If the return is not justified (the returned product is proved to be qualified product with no alleged defects) the customer should be responsible for the freight of the return, the damage of product due to return and Acme's time and labor cost in the inspection of the returned product.