



## WILA USA Return Policy

WILA USA is committed to delivering high-quality products and customer satisfaction. Should a return be necessary, the following RMA policy applies:

### General Conditions

- All returns must be pre-approved and accompanied by an RMA number issued by WILA USA.
- Returned items must be in **unused, sellable condition**, free from damage, wear, or modification.
- Issuance of an RMA number does not guarantee acceptance or credit for the returned goods. Final approval is determined upon receipt and inspection of the product.
- WILA USA provides packaging instructions to ensure products can be returned safely and without damage. Failure to follow these instructions may result in damage and loss of credit.
- Even when returned safely, if a product requires a new WILA box or crate to meet our resale standards, a repackaging fee will apply.

### Return Window

- Returns are accepted within **120 days** of the original shipment date.
- Returns beyond **120 days** are subject to restocking fees as outlined below.

Condition	Fee Applied
Returned within 120 days, original and unopened packaging	No Fee
Returned after 120 days, original and unopened packaging	3% restocking fee
Returned within 120 days, unused; original packaging opened, repackaging required.	\$50 repackaging fee per item for Tooling & Spare Parts \$300 repackaging fee per item for Tool Holders
Returned after 120 days, unused; original packaging opened, repackaging required.	3% restocking fee plus \$50 repackaging fee per item for Tooling & Spare Parts \$300 repackaging fee per item for Tool Holders
Requires rework, cleaning, restoration, or preparation for resale	Up to 50% handling fee per item (in addition to other fees)
Non-returnable items (custom tooling, modified products, special orders, products requiring drawing approval)	Not eligible for return
Damaged, unsellable items	No credit will be issued

### Additional Considerations

- **Freight:** Customers are responsible for all return freight costs unless the return is due to a WILA USA error.
- **Non-Returnable Items:** Custom tooling, modified products, special orders, or items identified as non-returnable at the time of purchase cannot be returned.
- WILA USA reserves the right to assess product condition upon return and apply applicable fees accordingly.