



### **Oxus America Commercial Terms and Conditions:**

- Standard finance terms are Cash in Advance or Net 30, if applicable
- Delivery terms for shipment of orders is Ex Works (EXW).
- Pricing, availability, and lead times are dependent on return of valid cores.
- Orders that require core returns are subject to the terms of the Oxus America Core Policy.
- Warranty replacement of Oxus products are subject to the terms of the Oxus America Warranty/RMA policy.

### **Oxus America Core Return Policy:**

- All Oxus refurbished parts require a core return. Pricing for refurbished parts is inclusive of the reception of a usable core within 3 weeks of shipment. Oxus reserves the right to invoice customer for unreceived core returns.
- Cores consist of any original OEM parts and/or any out-of-warranty Oxus refurbished parts only. Damaged parts should not be returned as cores. Damaged or unusable cores will not be counted toward core receipts.
- Cores should be sent back to Oxus in the same packaging, or in packaging approved by Oxus with like model parts packaged together. Cores damaged in shipment due to improper packaging will not be covered.
- Upon receipt of a core, Oxus will determine if the core is usable.
- Timely return of cores is essential to maintain a refurbished part business model. Oxus performs regular core balance audits and will report core balances on a regular basis to the customer. Core balance reports are sent out monthly and are available on our Customer Portal to download at any time. Core balances that exceed a 4-week average utilization (flow) will be invoiced to the customer at \$50.00 per assembly, or current market value, whichever is less
- **All Core returns shipped to: Oxus America, Inc., 175 Kay Industrial Dr. Orion Twp., MI 48359**

### **Oxus America Warranty/RMA Policy**

- An RMA (Return Materials Authorization) number is required to return a product to Oxus America for repair, credit, or replacement. Prior to return of warranted product, contact Oxus America through our designated Customer Portal to initiate an RMA (must include serial number and description of the problem).
- If applicable, Oxus America will generate and provide an RMA number based on the ship date. The Oxus RMA number represents acknowledgment for return and tracking of product and does not guarantee warranty replacement.
- RMA requests designated "out of box" failure must be received by Oxus no later than 60 days from the original ship date to customer.
- Customer must include the RMA # on all shipping documentation and identify RMA number on the outside of shipping container. Product damaged in shipment due to improper packaging will not be covered.
- Warranty return product must be shipped separately from core return product.



- RMAs will remain open until the unit is received and processed. If a unit is not received within 30 days of issue, and a minimum of one notice requesting status of the product is documented as having been sent to the customer, the RMA will be closed. In the event a warranty return is rejected, product will convert to core status and be counted towards core balance.
- **All RMA returns shipped to: Oxus America, Inc., 175 Kay Industrial Dr. Orion Twp., MI 48359**

#### **Stationary Concentrator Sieves: 2 Year Warranty**

- 2- year on all mechanical failures and workmanship (not including degradation due to humidity)
- 90 days on degradation due to humidity
  - Covers leaks and rupture
  - Does not cover normal performance degradation over time or negligence / customer-induced damage
- Low Purity/High Pressure only covered if “out of box” failure
- Sieves must be capped/taped immediately (both top and bottom fittings)
- Sieve modules with integrated valves also come with a 1-year warranty on the valves
- Warranty return product must be shipped separately from core return product

#### **POC Sieves: 1 Year Warranty**

- 1 year on all mechanical failures and workmanship (not including degradation due to humidity)
- 90 days on degradation due to humidity
  - Covers leaks and rupture
  - Does not cover normal performance degradation over time or negligence / customer-induced damage
  - Sieves must be capped immediately (both top and bottom fittings)
  - Warranty return product must be shipped separately from core return product

#### **Stationary Concentrator Valves: 1 Year Warranty**

- Covers excessive wear, cracks, and workmanship
- Warranty return product must be shipped separately from core return product
- Respiration Valves do not require a core return

#### **Repair Kits: 1 Year Warranty**

- Covers workmanship

#### **Homefill Refurbished Pumps: 3 Year Warranty**

- Covers excessive wear, workmanship and functionality of pump fill time
- Pumps damaged in shipment due to improper packaging will not be covered
- Warranty returns must be shipped separately from core return products
- Cracked or bent pump frames are not covered

#### **Compressors: 1 Year Warranty on the Top End and 2 Year Warranty on the Bottom End**

- Warranty returns must be shipped separately from core return products