



## **Oxus America Commercial Terms and Conditions, Core Return Policy and Warranty/RMA Policy**

### **Commercial Terms and Conditions:**

- Standard payment terms are Net 30. Cash in advance may be required for new customers or delinquent accounts.
- Incoterms are Ex Works (EXW). Oxus will arrange shipments on behalf of customer unless otherwise specified by customer. Arrangement of shipments by Oxus does not modify the Ex Works designation.
- Pricing, availability, and lead times are dependent on return of valid cores (as applicable).
- All returns of product sold to the customer (excluding warranty returns) must first be approved by Oxus and are subject to a 25% restocking fee.
- Orders that require core returns are subject to the terms of the Core Return Policy below.
- Warranty replacement of Oxus products is subject to the terms of the Oxus America Warranty/RMA policy below.

### **Core Return Policy:**

- All Oxus refurbished parts require a core return. Pricing for refurbished parts is inclusive of the receipt of an acceptable core within 4 weeks of shipment of order. An acceptable core is defined on the product instructions.
- Timely return of cores is essential to maintain continual flow of refurbished parts. Oxus will credit customer core balance for each acceptable core received. Oxus performs regular core balance audits and will report balances on a regular basis to the customer. Core balance reports are sent out monthly and are available on our Customer Portal @ [portal.oxusamerica.com](http://portal.oxusamerica.com) to download at any time.
- In the event of an ongoing customer core shortage, Oxus may require receipt of a core prior to manufacturing and shipping a refurbished part and/or invoice customer for unreceived core returns.
- Oxus routinely reviews and re-evaluates customer core balances. For products currently in production, any core balance that goes unused for 6 months will become property of Oxus.
- 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. Unacceptable cores will not be credited toward core balance.
- 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 transit due to improper packaging will not be credited toward core balance.
- Upon receipt of a core, Oxus will determine if the core is acceptable.

- Core Return Instructions:



- North American Customers: Ship all Core returns shipped to: Oxus America, Inc., 175 Kay Industrial Dr. Orion Twp., MI 48359
- Continental European Customers: All core returns require a “CORE RMA” and are to be shipped to the Oxus Logistics hub, unless prior arranged and agreed upon. Please see Appendix 1: “Core Return Process – EU Shipments ONLY” for detailed instructions on requesting a CORE RMA and for shipping information.
- UK Customers: All core returns require a “CORE RMA” and are to be shipped to the Oxus Logistics hub, unless prior arranged and agreed upon. Please see Appendix 2: “Core Return Process – UK Shipments ONLY” for detailed instructions on requesting a CORE RMA and for shipping information.
- All other regions: Inquire with Oxus Customer Service

### **Warranty/RMA Policy**

- An RMA (Return Materials Authorization) number is required to return a product to Oxus America for repair, credit, or replacement. Notification to Oxus is required within 30 days of discovery. 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 determined to be covered under warranty by Oxus, Oxus will generate and provide an RMA number. The Oxus RMA number represents acknowledgment for return and tracking of product and does not guarantee warranty replacement.
  - RMA requests designated by customer as an “out of box” failure must be received by Oxus no later than 60 days from the original ship date to customer. An “out of box” failure is a part found to be defective by the customer prior to use in the field.
  - Customer must include the RMA number 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.
    - For Europe and UK Customers: Oxus will provide you with warranty return shipping instructions at time of your initial warranty RMA Request.
  - RMAs will remain open until the unit is received and processed. If a unit is not received within 30 days of RMA issuance, 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 by Oxus, product will convert to core status and be credited towards core balance.
  - Customer is responsible for the cost and risk of loss for shipping warranty RMA returns to Oxus. If Oxus determines failure to be covered under warranty, Oxus will be responsible for shipping cost of repaired or replaced part to customer.
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- All Warranty RMA returns instructions:



- North American Customers: Ship all Warranty RMA returns shipped to: Oxus America, Inc., 175 Kay Industrial Dr. Orion Twp., MI 48359
- Europe, UK Customers: Oxus will provide you with warranty return shipping instructions at time of your initial warranty RMA Request. All other regions: Inquire with Oxus Customer Service

#### **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

#### **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

#### **Appendix 1: Core Return Process - EU Shipments ONLY**



1. Customer notifies Oxus America of a request to return cores, including part numbers, quantities and number of packages using the Core RMA (CRMA) Request Form through our designated Customer Portal.
2. Once CRMA Request Form is submitted, customers will print the CRMA Packing Slip and CRMA Package labels directly off the Customer Portal. The CRMA Package Labels must be printed and affixed to each package being returned.
3. Customer will secure shipping to the Oxus Logistics Hub. Refer to the Oxus Customer Portal Core RMA Intake page for current address.
4. Oxus to notify Oxus Logistics Hub of impending incoming shipment from Customer.
5. Oxus Logistics Hub receives shipments of cores from customers and consolidates into containers ensuring each package has CRMA Label affixed and displayed. Oxus Logistics Hub notifies Oxus of receipt of shipment from customer and Oxus notifies customer of same.
6. Oxus Logistics Hub notifies Oxus of container shipment and ships to Oxus in Orion Twp, MI.
7. Oxus receives container shipment in Orion Twp, MI. Oxus segregates and reconstructs pallets by CRMA number, counts returned cores and enters data into Oxus ERP system.
8. Oxus notifies customer of receipt of cores.
9. CRMA closed in Oxus ERP system.
10. Customer receives monthly Core Reports.



## **Appendix 2: Core Return Process – UK Shipments ONLY**

- 1.** Customer notifies Oxus America of a request to return cores, including part numbers, quantities and number of packages using the Core RMA (CRMA) Request Form through our designated Customer Portal.
- 2.** Once a CRMA Request Form is submitted, customer will print the CRMA Packing Slip and CRMA Package labels directly off the Customer Portal. The CRMA Package label must be printed and affixed to each package being returned.
- 3.** Customer will secure shipping to the Oxus Logistics Hub bonded warehouse. Refer to the Oxus Customer Portal Core RMA Intake page for current address and further information needed for shipping to bonded warehouse.
- 4.** Oxus to notify Oxus Logistics Hub of impending incoming shipment from Customer.
- 5.** Oxus Logistics Hub receives shipments of cores from bonded warehouse and consolidates into containers, ensuring each package has CRMA Package Label affixed and displayed. Oxus Logistics Hub notifies Oxus of receipt of shipment from customer and Oxus notifies of receipt.
- 6.** Oxus Logistics Hub notifies Oxus of container shipment and ships to Oxus in Orion Twp, MI.
- 7.** Oxus receives container shipment in Orion Twp., MI. Oxus segregates and reconstructs pallets by CRMA number, counts returned cores and enters customer core credit.
- 8.** Oxus notifies customer of receipt of cores.
- 9.** CRMA closed in Oxus ERP system.
- 10.** Customer receives monthly Core Reports.