

March Warranty Protocol

Warranty Claims

Warranty claims must be returned to March Manufacturing with a March RGA number (Returned Goods Authorization Number). All direct customers may ask for a RGA number. If a non-direct customer request warranty, they must go thru the company they purchased the product from.

The product from a direct customer can be shipped to March Manufacturing, attention "Service and Repair". The product should be packed securely liquid free. From a non-direct customer, it must be shipped to where it was originally purchased from and then to March Manufacturing, unless stated otherwise in writing by March Manufacturing.

If the product is damaged in shipping to March Manufacturing, the returner should file a claim with the shipping company. Any damage the product may have received in transit to March Manufacturing will not be covered by March Manufacturing warranty. A picture of the interior and exterior of the packed product should be taken before it is shipped to March Manufacturing.

Once the product is returned to March Manufacturing, Service and Repair will inspect the product and determine if it is covered by March Manufacturing's warranty. March Manufacturing's warranty can be [found here](#). March Manufacturing has the final authority in determining if the product should be replaced and returned or if credit will be issued and the product scrapped, but the customer's preference is always considered. If March Manufacturing provides a choice of repairing and returning the product or issuing credit and scrapping the product, the customer will be given two weeks to make the decision. If March Manufacturing does not hear from the customer within two weeks, March Manufacturing will make the decision.

Restocking

All March product may be returned to March Manufacturing from a direct customer. The restocking fee will range. It will be based on a combination of factors, including but not limited to, age of the product and condition of the product. A picture of the interior and exterior of the packed product should be taken before it is shipped to March Manufacturing, as product damaged in transit will affect the restocking fee.