

# 2024

## NECO Returns & Scraps Policy and Process

### KEY POINTS for 2024

1. **Time Frame for All Returns and Scraps is within 120 Days**
2. **Pictures are required for:**
  - a. **Returns Due to Damage** Showing:
    - i. The damage to the product
  - b. **Units Beyond Repair that Require Scrap** Showing:
    - i. Damage to product
    - ii. Removed serial/model plate with legible numbers
    - iii. Evidence that unit has been rendered inoperable (e.g., severed power cord)
3. **Stocking Fees, where applicable:**
  - a. 10% for Crated
  - b. 15% for Uncrated

(For more information, review the Customer Handbook found in CustomerNet under Resources, Customer Agreement Handbooks.)

## CustomerNet Process

### Request Return & Request Credit

#### Effective January 8, 2024

In **CustomerNet**, when using the **Request Return** & **Request Credit TOOLS**, there will be a **prompt** to upload pictures for **Returns Due to Damage** and **Units Beyond Repair that Require Scrap**.

The request must have all required information including pictures to complete the request. Be familiar with which pictures are required and have them ready before starting the request in CustomerNet.



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