MINI-FLEX CORPORATION
Manufacturing Metal Bellows Since 1961

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RETURN POLICY

This policy covers bellows and bellows assemblies, both catalog and custom, purchased directly from Mini-Flex Corporation ("Mini-Flex," "we"). It does not cover parts bought through distributors, who set their own return terms. Where a signed agreement or quote states different return terms, that agreement controls.

1. Return Window

Returns must be requested within 60 days for Metal Bellows and 180 days for Bellows Assemblies from the ship date shown on our packing slip or invoice, as defined in Section 4. Requests received after the associated 60-day or 180-day window, or that do not meet the conditions defined in Sections 2 and 3, are not covered by this return policy and will be reviewed case by case, at Mini-Flex's sole discretion. There is no guarantee that such parts will be replaced or credited. Replacement or credit will be considered only if Mini-Flex determines whether the issue was caused by Mini-Flex or missed during our manufacturing or inspection. The return must physically arrive at our facility within 30 days of the Return Material Authorization (RMA) being issued.

2. Return Conditions

A part is eligible for return only if all of the following are true:

- It is **unused**: never installed, pressurized, evacuated, cycled, or placed in service.
- It is **undamaged**: no dents, kinks, scratches on sealing surfaces, or deformed convolutions.
- It is **unmodified**: no cutting, welding, machining, cleaning, coating, or re-plating by the customer or a third party.
- It is returned in its original, sealed packaging (including any clean-room bagging and end caps) with the packing slip or certification documents.

Parts that fail in any condition will be returned to the customer at the customer's expense or scrapped if the customer does not respond within 30 days.

3. Non-Returnable Items

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The following cannot be returned:

- Unused custom or made-to-order parts. Custom parts with a confirmed defect or non-conformance issue remain covered under Sections 4 and 6.
- Stock or unmodified bellows ordered in error and/or no longer needed.
- Parts that have been used, damaged, or modified by the customer, as defined in Section 2.
- Parts damaged by improper handling, storage, installation, over-extension, over-compression, misalignment, or operation outside published ratings.
- Claims raised after the applicable reporting window defined in Sections 1 and 4.

4. Inspection on Receipt and Claims

Customers must inspect all parts on receipt and before installation. Claims must be reported in writing within the window below, with photos and the part number, lot number, and PO number.

Claim type	Reporting window
Bellows Assemblies, machined parts and features, welds, and leaks at welds or joints	180 days from invoice
Non-conforming bellows, defects, or leaks	60 days from invoice
Mini-Flex order error, wrong part, or quantity shortage	30 days from invoice

Parts not reported within the applicable window are considered inspected and accepted. After acceptance, claims of defects or nonconformance are not eligible for return, replacement, or credit under this policy. A timely claim under this section is not a return. Mini-Flex will evaluate each claim on a case-by-case basis. It is Mini-Flex's sole discretion to determine if a claim is valid under this policy. If a claim is approved, Mini-Flex reserves the right to determine warranty remedy options, which may include but are not limited to: repair, replace, refund, or credit the part, at our option.

5. How to Request a Return

1. Email [returns contact email] with your PO number, part number, quantity, and reason for return.
2. Wait for an RMA number. Returns shipped without an RMA will be refused.
3. Write the RMA number on the outside of the box and pack the parts to prevent damage in transit.
4. Ship within 30 days of the RMA date to the address on the RMA.

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6. Shipping Fees and Refunds

Situation	Return shipping paid by	Outcome
Mini-Flex shipping or order error	Mini-Flex	Replacement or full refund
Confirmed defect reported within the Section 4 window	Mini-Flex	Repair, replace, or credit

Refunds are issued to the original payment method or as account credit within 30 days of our inspection. Original outbound freight will not be refunded. Shipping of replacement parts will be paid by Mini-Flex.

8. Inspection and Final Determination

All returned parts are inspected by Mini-Flex, which may include visual, dimensional, and helium leak testing. Mini-Flex makes the final determination of whether a part meets this policy. We may update this policy at any time; the version in effect on the order date applies.

Every part returned under a defect or discrepancy claim will be reviewed for the specific issue the customer reported. Replacement or credit applies only if Mini-Flex's review confirms the part is nonconforming. If our review finds no defect, no replacement or credit is issued, and the part is returned to the customer at the customer's expense.