



Return Material Authorization (RMA) Process for all Customers

This document outlines Johnson Truck Bodies Return Material Authorization (RMA) process. Johnson Truck Bodies will hereinafter be referred to as JTB in this document.

1. Standard Warranty Policy

The length of a warranty term may differ between product models. For details please see the specific warranty for your product.

2. Tech Support Contacts

If your JTB product exhibits signs of failure, you must contact our JTB Customer Support department to verify product failure. If the JTB Customer Support Representative cannot correct the problem by remote support methods i.e. phone or Email support and determines that the problem is the result of product failure covered under JTB's warranty policy, then an RMA Number will be issued.

Customers must contact JTB Customer Support to request an RMA.

JTB Support Phone: 1-800-922-8360 x 420

JTB Support Email: customerservice@johnsontruckbodies.com

3. RMA Information

The following information is required to assign an RMA.

- Company
- Full first and last name
- Full address
- Your Phone Number
- Cell phone number if available
- Your Fax Number
- Email Address
- JTB Part Number
- Product/Body Serial Number
- Purchased and/or release date
- Product description
- Detailed description of failure or problem



4. RMA Confirmation

Requests for RMA are typically processed Monday thru Friday between 8:00 AM to 5:00 PM CST. RMA Confirmation will be accomplished by e-mail. JTB Customer Service support will gather the information from the customer to fill out the form. Form will be sent to customer via email or fax. No RMA service/credit will be issued without an assigned RMA number. The RMA “must” be put in the packaging when the product is returned.

5. RMA Return Shipment

5.1. Packaging

Proper packaging must be used at all times when returning items to JTB. All items received at JTB that are physically damaged, altered or abused will be refused, warranty voided, and returned to Customer at Customer’s expense.

Shipping Guidelines:

- Use acceptable shipping containers when shipping items to JTB.
- See the following sites for standard shipping packaging guidelines:
- <http://www.ups.com/content/us/en/resources/ship/packaging/guidelines.html>
- or
- <http://www.yrc.com/firsttimeshipper/>
- Use the products original packaging if still available, or acceptable equivalent
- Ship the RMA items via traceable means to the below address
- Write the RMA number on at least two (2) outside surfaces of each return package
- Write RMA number on the Air Waybill or Shipper
- Allow four (4) weeks processing time for resolution of the RMA by JTB personnel.

5.2. Address

All RMA packages should be shipped to:

Johnson Truck Bodies LLC.

RMA# _____

215 East Allen Street

Rice Lake WI 54868

800-922-8360

5.3. Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by JTB. JTB is liable for the returned item upon the receipt of shipment.



5.4. Delivery Charges

The customer is responsible for paying shipment charges when returning the product to JTB. JTB is responsible for paying shipments back to the customer. JTB default shipping policy ships all domestic U.S. RMA items by UPS Ground (3-7 days).

6. RMA Turnaround Time

6.1. Standard

Within four (4) weeks after receipt of returned parts, the repaired or replacement item will be ready for return shipment. UPS Ground (3-7 days) is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via JTB's best method.

6.2. Expedited

If the customer requires resolution within two (2) working days from receipt of returned parts, an expedite fee can be applied. The customer will also be required to pay expedited shipment charges over and above our standard ground rates.

6.3. DOA Expedited

Within fourteen (14) days of purchase, Dead-on-Arrival (DOA) parts will be repaired or replaced within two (2) working days from receipt of returned parts. No expedited repair or shipment fees will be charged to the customer. Replacement items will be shipped via air or ground for domestic customer and JTB best methods for international customers.

7. RMA Repair and Test Procedures

All items returned under an RMA will be repaired, or at JTB's option replaced with either new or factory refurbished parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by JTB.

Out-of-Warranty repaired items carry a ninety (90) day warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

8. RMA Closing Procedure

If JTB has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed. After the (30) days has expired a new RMA will have to be established through JTB Customer Service.

JTB will not accept any packages without an open, valid RMA number appearing on at least 2 surfaces on the box/packaging and reference to the RMA number on the shipper or air waybill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

After return shipment of a repaired/replacement part to the customer, JTB will close the RMA.



9. RMA Out-Of-Warranty

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of warranty, the following guideline will apply.

9.1. Replacement Parts for out of warranty items.

Replacement items carry the original manufacturers warranty from date of purchase. All shipping costs for replaced items are the responsibility of the customer.

10. Payment Method

Payment can be made as follows:

- By credit card – Visa®, MasterCard®
- Money Order
- Cashier's Check
- Wire Transfer
- Terms Accounts available upon approved credit.
- American Express