



## Return Merchandise Authorization (RMA) Policy

(Revised 5/9/2012)

To ensure your parts and components are returned or exchanged quickly and easily, please observe these terms and conditions. **This policy applies to all internal parts and component returns except those superseded by the terms and provisions of a separate contract or separate sales contract. Please see your contract for specific return and exchange details. This policy does not apply to intact gaming machine cabinets.**

All returns or exchanges require a *Return Merchandise Authorization* (RMA).

**RMA Request** forms are available online at <http://www.ballytech.com/customer-center/games-support.htm>. **RMA Request** forms are to be completed and submitted to your Bally Customer Service Order Entry Specialist. An **RMA Request** form can also be requested by e-mail at [OrderEntryGroup@ballytech.com](mailto:OrderEntryGroup@ballytech.com) or by telephone at **1-877-GO BALLY**.

- Have the following information available: business information (business name and address), contact information (contact name, e-mail address, and telephone number), and item details (quantity, part number, original CO# from which the components were ordered, description, gaming machine serial number, component serial number-if applicable, reason for your return or exchange, and replacement order needs-if applicable).
- Complete the **RMA Request** form or provide your own written request.
- Submit the **RMA Request** form or your written request to Bally by fax (702-584-7710) or e-mail ([OrderEntryGroup@ballytech.com](mailto:OrderEntryGroup@ballytech.com)) to receive your RMA with RMA number.

Upon receipt of the completed **RMA Request** form (or your written request), Bally will issue the RMA with your RMA number. RMA numbers for North American customers are **valid for 30 days**. RMA numbers for international customers are **valid for 60 days**.

### Packing and Shipping Instructions

- For iVIEW™ (iVISTA™ in Australia) display customers, Bally approved packaging is available to help ensure safe shipment of the iVIEW™ (iVISTA™ in Australia) display. Boxes and additional instructions will be sent upon request. You may, however choose to use your own packaging. **Failure to use proper packaging will result in transportation damage, causing the item to fail upon inspection and invalidate your warranty.**
- Before packing and sending ensure the part number, quantity, and description match the RMA. **If the contents of the shipping box do not match, then Bally will return the merchandise to the customer at the customer's expense and no credit will be issued. If a replacement parts request was processed, a billing invoice will be issued for the mismatched parts.**
- Merchandise to be returned must be packed properly to avoid damage during shipment. Pack printed circuit board assemblies in anti-static bags with an adequate amount of packing material to prevent damage. **Failure to use proper packaging will result in transportation damage, causing the item to fail upon inspection and invalidate your warranty.**
- Ensure all components and ancillary devices are included. Descriptions of the problem must be attached to items, or included in the shipping box. **Do not write directly on any component. No credit will be issued for parts defaced with writing.**
- A copy of the RMA with RMA number must be included in every box of every shipment to Bally.
- Type or write your RMA number clearly on all packing lists, shipping labels, boxes, and packages. All returns must have an RMA number posted clearly on the outside of each box or package. **If the RMA number or an RMA packing slip is not visible or available on the outside of each box or package, Bally will return the merchandise to the customer at the customer's expense and no credit will be issued.**
- RMA processing may take three to five business days after receipt.

- For your protection, Bally recommends using a shipping company that has tracking and proof of receipt capabilities.

### **Shipping Costs**

Customers are responsible for both the returned merchandise and the replacement parts shipment(s), unless customer contract(s) state otherwise. If the RMA is due to a Bally error, is under warranty, or qualifies for credit or replacement in accordance to customer contract, then Bally will pay the cost of return and replacement shipments (if replacements are requested).

### **Call Tag Shipping**

Call Tag shipping is available for Bally-paid RMA customers without access to an appropriate shipping company such as United Parcel Service (UPS). When using call tag shipping, Bally will schedule and pay for the RMA shipment.

- Applies only to Bally-paid RMAs.
- Have the following information available: contact information (contact name, e-mail address, and telephone number), weight of the items (per box or per pallet), dimensions of each box, and the total number of boxes.
- Shipment pick-up is provided within three business days, between 8:00 a.m. and 5:00 p.m. Actual shipping schedules may vary.
- Bally will provide the shipping company's tracking number upon request.

### **Reimbursement**

After receipt, inspection, validation, and processing, Bally will issue a credit to the customer's account or credit card account for the cost of the returned parts. No reimbursements will be made until the return merchandise is received, inspected, validated, and processed.

### **Validation Rejection/Credit Not Approved**

Customers will be notified in writing by a Bally Customer Service Order Entry Specialist if the return is not approved for credit or replacement. Customers must respond within 24 hours of notification, after which the merchandise will be processed at no credit. **Returned merchandise that has "failed" due to physical abuse, electrical abuse, improper installation, or contains unauthorized modifications will not receive credit. If a customer requests the return of the rejected or unapproved merchandise, then Bally will return the merchandise to the customer at the customer's expense and no replacements will be shipped for the "failed" units (if replacement parts have not shipped already). If the customer requests the processing of an RMA for "failed" merchandise and the shipping of replacement parts or if a replacement parts request has been processed, then Bally will issue a billing invoice for the replacement parts.**

### **Warranties**

Warranty periods and services may vary among customers depending upon individual service agreements or contracts. Returned merchandise that is out of the warranty period will not qualify for credit or replacement.

- Partial credit for "out of warranty" or "failed" returned merchandise may be available for some parts. Contact your Bally Customer Service Order Entry Representative for qualifying parts.
- To process replacement orders for parts that are "out of warranty", a customer purchase order (PO) is required.

### **RMA Number Expiration**

RMA numbers for North American customers are valid for 30 days, while RMA numbers for international customers are valid for 60 days. **RMAs received after the allotted timeframe will be returned to the customer at the customer's expense, no credit will be issued, and the customer will be billed for any requested replacement parts, if applicable.**

**Bally Contact Information**

Please contact a Bally Customer Service Order Entry Specialist at:

E-mail: OrderEntryGroup@ballytech.com

Telephone: 1-877-GO BALLY

Fax: 1 (702) 584-7710 (Business Hours: Monday through Friday, 7:00 a.m. to 4:00 p.m. Pacific Time)

**Bally Shipping Address**

Please ship the RMA items to Bally at:

**US Domestic Customers (North and South America)**

ATTN: RMA Department  
Bally Technologies  
350 Pilot Road, Suite 1  
Las Vegas, NV 89119  
United States

*(SOP-OE001 [G], Revised 5/9/2012)*

**Amsterdam Customers (ME Environment)**

ATTN: RMA Department  
Bally Gaming Netherlands B.V.  
Pier Azie 4  
1013BT  
Amsterdam  
The Netherlands