



February 2023

Dear Valued Customer,

Recently, Haas Automation ended its long-standing consignment parts inventory program for all Haas Factory Outlets. With this major change, we have transitioned to dealer owned local inventory. For the last couple of months, our inventory team has been working hard redesigning our inventory processes, cleaning up and reorganize our part stock to optimize serving our customers. There have been vast improvements made to our physical parts inventory and supporting ERP systems.

These changes allow us the freedom to stock specific parts you need on our shelves and in our large fleet of service vehicles across Southern California. We will also have access to more information regarding tracking the status of Credit on Return (COR) parts, while allowing for more real time inventory adjustments. This all to better serve you!

Important policy change!

Effective March 1st, 2023, customer part orders, not installed by a Certified HFO Anaheim Technician, will be subject to a 20% restocking fee for all mechanical parts/assemblies. All electronic components will not be eligible for return.

The following important policies regarding COR parts and part warranty remain in effect:

- COR Parts are invoiced in full (customer price + COR). COR credits will be issued after receipt of COR part(s). Returned COR parts must be accompanied by a requested RMA number (see below).
- Return Authorizations must be requested via returns@mtscnc.com. All parts will have a unique Return Authorization Number (RMA). Without a RMA number, credit(s) cannot and will not be granted.
- COR parts must be received by Haas Automation (Oxnard, CA) within 25 days of COR part order date to be eligible for credit. COR parts received by Haas Automation (Oxnard) after 25 days will not be accepted. No exceptions can be made.
- All eligible returns are subject to complete inspection before credits are processed.
- Parts installed by 3rd party service providers or customer (maintenance) personnel carry no warranty regardless of failure or time.
- Parts installed by HFO-Anaheim carry a 90-day parts and labor warranty subject to inspection and approval by Haas Automation.

Thank you for your continued business and support. If you have any questions, please don't hesitate to give us a call, we are here to help!

Your HFO Parts Inventory Team

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