



RETURN MATERIAL AUTHORIZATION PROCESS

The following outlines the Secutron Fire Alarm Systems (Secutron) process for requesting a return material authorization (RMA) number. An RMA number is required in order to return any Secutron product for either Repair or Credit. If an RMA Number is issued, it is valid for 45 days from the date of issuance.

SECUTRON STANDARD WARRANTY

Secutron guarantees a two year limited warranty on all new products manufactured by Secutron and a 180 day limited warranty on all repair products. Third party distributed products have a one year limited warranty. This warranty is void if the product is found to be abused, neglected, utilized in a manner or environment it was not intended for or subjected to flood, power surge or lightning.

RETURN EXCEPTIONS

Please note the following items are not eligible for return:

- software
- firmware upgrade chips
- custom fabricated orders
- special orders

CONTACT INFORMATION

If your Secutron product exhibits signs of failure, it is requested that Technical Support (at 1-888-660-4655 extension 2360) be contacted to determine if the issue can be resolved over the phone without returning the product for service. If the matter is not immediate the request for support can also be made via the Secutron website (www.Secutron.com technical support).

Support required for project work must be directed to the branch / location where the project originated.

For RMA requests that do not have a technical component an RMA request can be made by calling 1-888-660-4655 extension 2350.

RMA INFORMATION

The following information is required to assign an RMA and initiate the return process.

1. Company Name / Contact / Address / Phone
2. Product Description
3. Product Serial Number or Date Code
4. Invoice / Purchase Order Number
5. A copy of the Original Sales Invoice (for returns or warranty validation)
6. A description of the issue (an Issue Reporting form is provided to facilitate the reporting).

RMA CONFIRMATION

Requests for an RMA are typically processed within two hours of the initial call. Confirmation of the RMA is accomplished via email or fax. The requestor will receive an RMA number and the paperwork that must accompany the return. In addition, shipping instructions and an Issue Reporting Form will also be forwarded.

RMA REPAIR & TEST PROCEDURE

Items returned for repair will be repaired and tested to meet the original specifications and performance criteria. Secutron, at its sole discretion, reserves the right to deem an item un-repairable.

Goods that fall within the warranty period will have 180 day warranty or the balance of the original warranty, whichever is greater. Out of warranty repairs carry a 180 day warranty.

RMA PRICE LIST

At the time of the RMA request a flat rate charge per item will be communicated. A minimum \$95.00 charge may apply to products for testing and inspection services.

PAYMENT METHOD

Credit approved customers can provide a purchase order number, for COD customers credit card payment is available.

SHIPPING INSTRUCTIONS

1. Goods must be shipped pre-paid to Secutron to the address provided on the RMA.
2. Goods returned for credit must be shipped in their original packaging, un-used and un-damaged.
3. All goods must be packaged to ensure safe and secure transport.
4. The RMA number must be indicated on each box being returned and a copy of the RMA paperwork must be included in each box. A completed issue report must also accompany the RMA paperwork.

DELIVERY INFORMATION

Goods within the warranty period will be returned to the customer, pre-paid by Secutron, and will be shipped via ground transportation. Goods repaired outside the warranty period will be shipped, via ground transportation, the shipping charge will be included on the RMA invoice. If an email address was provided at the time the RMA was requested a tracking number will be emailed to that address.