

WE DO NOT ACCEPT COLLECT SHIPMENTS

All missing and damaged items as well as all other shipping discrepancies must be reported within 48 hours of receipt of shipment, and RMA's will be processed within 48 hours. Note that RMA numbers are only valid for 30 days after they are issued. After the set 30 days the RMA number will be considered null and void.

At Tech Electronic Services it is our primary goal to supply equipment of the highest quality and standards. However, as with most electronic products, there will be on occasion percentages that fail. Please thoroughly read our RMA (Return Material Authorization) Policies so that you have an understanding of the procedures so that in the event of a product failure the return can be processed properly. At Tech Electronic Services you will find dedicated and friendly staff working in our Returns and RMA department who will minimize the inconvenience of an RMA or return most importantly will work closely with you to ensure your satisfaction. The following Mobile product is not returnable: Mobile/In-motion Satellite, In-motion Internet, Off-Air Products, Car Audio products, and install products (i.e. cables, Inbs, switches, splitters). All Special Orders, specifically Security products, are not returnable. Also, please note that defective products cannot be returned for credit, only warranty repair or exchange.

Please note that any product for return must be sent in its original packaging. There cannot be any writing or engraving of any kind on the packaging or the product itself. There should also be no stickers on the box. Failure to meet these standards will result in a rejected RMA.

RMAs are divided into five different categories.

- 1) DOA Dead On Arrival
- 2) Warranty Return
- 3) Return Credit
- 4) Missing, Lost or Damaged Product
- 5) Special Order Merchandise

Please read the policies pertaining to each of these categories and follow them when requesting a RMA. Failure to abide by these policies and instructions will result in a rejected RMA.

DOA

The Tech Electronic Services stands behind everything we sell. For 15 days from the date you purchased the product from TES, we will replace a DOA product with a new unit. If equipment received is defective "out of the box" this is considered DOA and an RMA can be issued for return and prompt replacement of the product. A DOA RMA must be requested via fax, by filling out a Return Authorization Form, within 15 days of purchase of the product. If the request for RMA is beyond 15 days of purchase then RMA will be considered as a warranty return. The DOA RMA procedure is as follows.

1. Within 15 days of the purchase date, noted on the invoice of the defective product, completely fill out an RMA form and hit submit, or fax it to (705) 328-3658. An RMA# will be issued and either e-mail or faxed back to you, depending on what preference you select on the RMA form.
 2. Clearly write the RMA# on the outside of a shipping box containing the product. (Double Box)
 3. The product must be in original condition (no scratches or visible damage) and returned in a properly packed box" Product must be returned in a shipping box, do not return the item in its original carton only.
 4. Ship the product to the Lindsay Tech Electronic Services Branch Office.
76 St. David St Lindsay Ontario K9V 1N7

5. When TES's RMA department receives the item, a replacement will be shipped back at no cost to you. If an original replacement is not in stock, one of like kind and quality will be provided or a full credit will be issued to your account

6. In Keeping with standard industry practice, DOA return shipping costs are not covered. Customers are responsible for shipping to Tech Electronic Services, collect shipments will not be accepted.

If equipment is missing parts or pieces, please go through the regular Tech Electronics RMA Process indicating the missing parts or any other issues.

WARRANTY RETURN

1. Fill out an RMA form and submit it, or fax it to (705) 328-3658. An RMA # will be issued and either e-mailed or faxed back to you, depending on what preference you select on the RMA form.

2. Carefully package the product in a carton, use the Electronics original packaging and put in a second box

3. Clearly write the RMA# on the outside of the product with a black marker.

4. Ship the product to the Lindsay Tech electronic Services branch office:

76 St David St. Lindsay Ontario K9V 1N7

5. After the RMA department has received and repaired the product it will be returned to you via Carrier ground service or our truck.

6. In keeping with standard industry practice, warranty return shipping costs are not covered. Customers are responsible for shipping to Tech Electronic Services. collect shipments will not be accepted.



RETURN FOR CREDIT

YOUR SATISFACTION IS IMPORTANT TO US. If for some reason you wish to return the product TES has a Return for Credit policy. All returns are subject to a 20% re-stocking fee. Return shipping costs are the responsibility of the customer. Credits are issued to accounts only; TES does not provide cash refunds for any return merchandise. The Warranty Return procedure is as follows:

1. Request for RMA returns must be received within 15 days of the date of purchase date noted on the invoice.
2. The product must be in original condition (no scratches or visible damage) and returned in a properly packed box. Place in second shipping box.
3. Fill out an RMA form and submit it or fax it too (705) 328-3658. An RMA# will be issued and either e-mailed or faxed back to you, depending on what preference you select on the RMA form.
4. Clearly write the RMA# on the outside of the product. On second box with black marker.
5. Ship the product to your regional Tech Electronic Services branch office.

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6. After the RMA department has received and inspected the product a credit will be applied to your account, which can be used against your next purchase.
7. The applied credit will be less 20% of the price of goods to cover re-stocking of the item.
8. You are responsible for the shipping costs back to the TES branch office, collect shipments will not be accepted.
9. Original shipping cost will not be refunded.

MISSING, LOST OR DAMAGED PRODUCT

Once a shipment is released to our carrier (shipping company) any damages become the responsibility of that carrier. Consequently all claims for loss or damage during the transit must be made with the carrier and not Tech Electronic Services. Shipments from our warehouse automatically carry \$100 worth of insurance. Additional insurance will be added upon the request from the customer. The request must be made at the time of the order. All missing and damaged items as well as all other shipping discrepancies must be reported within 48 hours of receipt of shipment.

SPECIAL ORDER MERCHANDISE

These include and are not limited to: Mobile, Satellite, i-Coach and Security products.

1. Under no circumstance will any merchandise that is a special order be accepted back by Tech Electronic Services.
2. The 20% restocking fee policy does not apply to special order merchandise. The dealer will be responsible for payment of the invoice in full. There will be no exceptions.