



805 Bayridge Dr.
Kingston, Ontario
K7P 1T5
Canada

ASSOCIATES INC.

(613) 384-9400
(888) 334-5832 Fax
RMA@aztechinc.com

RMA (Return Material Authorization) TERMS AND CONDITIONS

WHEN AZTECH PRODUCT NEEDS TO BE RETURNED, PLEASE USE THE FOLLOWING PROCEDURE.

1. To request a Return Material Authorization (RMA) number, contact Aztech's Customer Services

RMA@aztechinc.com, (613) 384-9400 ext 36

When calling, please be prepared to provide the following information:

- Your name, company, telephone and fax numbers, and e-mail address;
- Part and/or model number of the product to be returned;
- Quantity of product to be returned (including serial numbers);
- Detailed description of the reason for product return and repair disposition (example if >\$50 no further work).

2. A purchase order number, or advance payment to cover estimated charges, may be requested at the time Customer Services issues an RMA number. For credit card or cash in advance customers, an invoice will be sent to you upon completion of product repair listing all charges incurred.

Note: In-Warranty product may incur a minimum cost of \$50.00 (through damage, misuse, cosmetic, failed reprogramming or no problem found) plus shipping, before product is returned as per the Repair Policy.

3. Once an RMA number has been issued, a **Confirmation e-mail or fax will be sent to you** detailing the RMA number, product and product quantities authorized for return, together with shipping address details and RMA terms and conditions. All product returned to Aztech should be marked to the attention of Repairs with RMA number and sent to the address provided by Customer Services in the confirmation e-mail or fax. For both in-warranty and out-of-warranty repairs, you are responsible for paying your outbound freight expense, any applicable import and/or export duties, and taxes. Aztech will pay the return freight expense for in-warranty repairs.

4. It is preferable that the original packing, including any anti-static and foam wrapping, be used on all returned product. Should the original product packing not be available, then adequate packing should be used, taking into account the method of shipment of the returned product. Customer is responsible for delivering the returned product to Aztech safely and undamaged.

5. The RMA number should be clearly marked on all returned product, boxes, packages and accompanying paperwork. RMA's received by the Repair department that are not clearly marked may experience delays in the processing of RMA requests.

6. On receipt of product returned under an RMA number, a **Receipt Notification e-mail or fax will be sent to you** by Repairs confirming receipt of product and quantities received. Please check the Receipt Notification to assure the product and quantity of product received by Aztech matches what was shipped.



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7. **RMA numbers** are only valid for sixty (60) days. RMA numbers older than sixty (60) days need to be revalidated by calling Customer Services before product is returned. Failure to comply with the above may delay the processing of your RMA request.

8. **Warranty** is as per the Standard Terms and Conditions, AZ-STD-001.

Note: Terms and Conditions purchased or provided with the original sales order will supersede the Standard Terms and Conditions.

Note: Aztech Associates Inc. will, at its option, either repair or replace products that prove to be defective

9. **Repair Policy:** products that are returned for repair while still under warranty will be shipped back to the customer normally within 30 days of receipt. Products returned for repair for that are non-warranty may be returned to Aztech for an estimate. The estimate may include the cost for an evaluation and for the "Repair" labour and material.

Please help us to process your repairs/claims as quickly as possible by following the above procedure. Thank You!

IMPORTANT NOTICE: By submitting the product described above to Aztech for repair, Customer acknowledges and agrees that they shall pay the amount charged by Aztech for the repairs immediately upon receipt of written notice (or pro-forma invoice) from Aztech, setting forth the date of completion of repairs and the total amount due. If the amount due remains unpaid ninety (90) days after delivery of such written notice to Customer, Aztech, at its option, shall have the right to retain the product or dispose of such product. Aztech may retain the proceeds of any sale of product as payment for the costs associated with the repair and disposition of the product, plus reasonable costs of storing the product ("Costs"). By submitting the product to Aztech, Customer further agrees that they waive any obligation by Aztech to take any actions, other than those actions set forth herein, prior to retaining or disposing of the product. Upon the written request of Customer, Aztech will submit to the Customer any amount obtained from the disposition of the product in excess of the Costs.