

RETURN MATERIAL AUTHORISATION (RMA) POLICY

2019

Alaris Antennas (Pty) Ltd warrants their product against defective workmanship or materials for a period of one year from the date of shipment from the factory.

An RMA number must be obtained from Alaris Antennas (Pty) Ltd prior to returning the product for a warranty or non-warranty service. This number must be obtained from the relevant Accounts Manager within Alaris Antennas (Pty) Ltd. The product must be returned to Alaris Antennas (Pty) Ltd in original packaging, with all transportation charges prepaid and original invoice included.

Please note, the allocation of an RMA number does not constitute an acknowledgement of responsibility or liability, by Alaris Antennas (Pty) Ltd, relating to a product failure in operation.

If the product is found to be defective under the terms of the warranty, Alaris Antennas (Pty) Ltd will repair, replace and return the product at no charge to the client. Duties and taxes on the shipping of the product will however not be covered. Should the product require replacement, the replacement time for a product not currently in stock will be dependent upon the production schedule.

If a product is found to be defective, but no longer under the terms of the warranty, Alaris Antennas (Pty) Ltd will inform the client when a repair is required. It is the client's prerogative to request a quotation for the repair of the product. This does not place the client under any obligation to commit to the repair. All duties and taxes on the shipping of the product will be for the client's account. When the product has already been shipped to Alaris Antennas (Pty) Ltd for a repair, and the product is to be scrapped, the client has the option to have the product returned to them or to have the product scrapped by Alaris Antennas (Pty) Ltd. In case of return shipment, the cost will be for the client's account. If the client decides not to repair the product, while this product is in the possession of Alaris Antennas (Pty) Ltd, the decision to scrap the product must be communicated to Alaris Antennas (Pty) Ltd in writing. Please note that Alaris Antennas (Pty) Ltd will scrap products on behalf of the client when requested to do so, but that in some cases this might have an associated cost, in which case this will be for the client's account.

If the product is found to still meet Alaris Antennas (Pty) Ltd electrical and mechanical specifications, the client is responsible for the return freight. The product will be returned via freight collect and the client will be duly informed.