



## Warranty & Return Policy

### Warranty Service

Atron Systems Inc. (ASI) warrants to the first end user customer of the ASI product if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period indicated on the product warranty card for **normal consumer use**; see product's warranty card for details.

(1) **Service performed at an ASI Authorized Service Center**

Serviced product will be returned via **UPS Ground Service** to the requested shipping address within **two (2) working days** after receiving so long as all of the **Return Policy** guidelines are followed. Inbound freight and/or any freight services other than **UPS Ground Service** charges will **not** be covered by ASI, service center, or any of its affiliates.

(2) **Service performed at an authorized dealer site**

Any and all replacement parts will be shipped along with an invoice amount for parts and freight; however, this invoice amount will be credited once the defective parts are received and approved for credit by ASI so long as all of the **Return Policy** guidelines are followed.

### Return Policy

All merchandise and/or parts **must** be authorized prior to return. No returned items will be accepted without an **RMA Number (Return Merchandise Authorization)**; there will be no exceptions. Please call ASI to acquire an RMA#; returned merchandise must be accompanied by the following:

- a. RMA Number clearly written on the outside of the box
- b. A note explaining what is wrong and/or reason for return
- c. Contact name and telephone number
- d. Return address
- e. Name of company that the merchandise was purchased from

Partial credit will be issued for merchandise that is not in "new" condition; if there are any parts or items missing (bags, silica, manuals, parts, packaging, etc.); if the box and/or packing materials are not in "new" condition.