

Standard Terms and Conditions for RMA

IMPORTANT: Before returning any item for credit or under warranty repair, you must obtain a Return Merchandise Authorization (RMA) number by filling out the RMA form.

1. Any product returned to Netkrom without a valid Return Material Authorization (RMA) number clearly marked on the outside of the package will be returned to customer at customer's expense.
2. Customers are responsible for all shipping charges from their facility to Netkrom.
3. Netkrom is responsible for return shipping charges from Netkrom to customer.
4. Netkrom Technologies manufactured products are warranted against defects in material and workmanship for a period of one year from date of purchase, under normal use.
5. Netkrom Technologies Inc will not be responsible for equipment returned without an RMA number.
6. All products being shipped to Netkrom for repair refund/exchange must be freight prepaid (customer pays for shipping)

Limitation of Warranty

1. This warranty will become void when service performed by anyone other than Netkrom or an approved Netkrom warranty service dealer results in damage to the product.
2. This warranty does not apply to any product that has been disassembled, defaced, altered, subjected to abuse, neglect, or accident, exposed to faulty power, lightning strikes, that has had the serial number altered or removed, or that has been connected, installed, adjusted, or repaired other than in accordance with instructions furnished by Netkrom.
3. This warranty does not cover labor cost for removing and reinstalling the equipment for repair or for any expendable parts that are readily replaced in normal use.
4. The sole responsibility of Netkrom under this warranty shall be limited to repair of this product, or replacement thereof, at the sole discretion of Netkrom.
5. If it becomes necessary to send the product or any defective part to Netkrom or to any authorized service dealer, the product must be shipped in its original carton or equivalent, fully insured with shipping charges prepaid.
6. Netkrom will not assume responsibility for any loss or damage incurred in shipping.

Warranty Repair

1. RMA number is valid for 15 days only.
2. If the product is not received within 15 days, the RMA will be cancelled.
3. Netkrom will carefully test and evaluate all returned products and will repair or replace defective products that are under warranty at no charge.

4. If the malfunction is due to a manufacturing defect, it will be repaired, tested, aligned and calibrated as necessary, with strict adherence to factory specified procedures and parts, to working order.
5. If the malfunction is due to an issue not covered by warranty, a \$35.00 evaluation fee will be charged, plus the actual costs of the repair. Netkrom's current shop rate is \$50.00 per hour, plus parts.
6. When your unit is returned to you, you must restore configuration and or applications before full use can resume.
7. However, if Netkrom cannot duplicate the problem or condition causing the return, the unit will be returned to the customer at the customers cost as: "No Problem Found" and a \$35.00 evaluation fee will be charged.
8. Repaired or replaced product will be subject to the original warranty period but not less than 30 days.


Goods Damaged in Transit

Netkrom Technologies ships all item FOB Factory. This means that title for the item transfers to the buyer once the courier picks up the package. If there is damage, a claim must be filed with the courier by the owner of the goods, which is the buyer. Shipping damage is not covered by the warranty.

Shipping Firms do have legal obligations and limitations as to when and how much to compensate for damage, but only if the claim is filed on time and in the correct manner. You must file the claim as soon as possible.

Making a Damage Claim

If you receive a shipment that appears to have been damaged by the shipper during shipping, take the steps on the orange label on the box (shown below), then contact us so we have a record of the incident.



INSPECT IMMEDIATELY
"BEFORE SIGNING FOR MERCHANDISE"

VISIBLE DAMAGE:
IT IS YOUR RESPONSIBILITY TO NOTE ANY DAMAGE ON ALL COPIES OF FREIGHT BILL. MUST BE SIGNED BY DRIVER & CONSIGNEE.

CONCEALED DAMAGE:

- 1) KEEP CARTON & PACKING MATERIAL
- 2) CALL CARRIER WITHIN 7 DAYS OF DELIVERY & REQUEST INSPECTION
- 3) DO NOT REMOVE FROM PREMISES BEFORE INSPECTION IS MADE
- 4) RETAIN COPY OF INSPECTION REPORT

HANDLE WITH CARE

If you choose to accept the shipment and sign for it, have the shipper stay with you while you open and inspect the contents of the container for any additional damage that was not visible before opening. Make sure the shipper notes all damage on the shipping bill before you sign. By signing the waybill, you release the Shipping Company from all obligations unless the damage is clearly noted.

If it is possible to take any photos of the damage and forward to the shipper and us, Before signing the shipping bill (for receipt of the shipment), **have the shipper note on the shipping bill the exact details of the damage.**

If the damage appears to be very extensive, you should refuse the shipment.

DO NOT sign anything if you choose to **refuse** the shipment.