

## **RMA Policy**

### **LCD Monitor kits**

<b>RMA Parts</b>	<b>Warranty Replacement</b>	<b>Warranty Repair</b>	<b>Out of Warranty Repair</b>
LCD panel	30 Days	One Year	Three Years
A/D board	30 Days	One Year	Three Years
Kits etc	30 Days	One Year	Three Years
<b>1% Extra repair parts that belong to Nextech</b>			

### **Return Material Authorization Numbers (RMAs)**

- Before a purchaser ships a product back to Nextech, the purchaser must obtain a valid RMA number. Boxes received without an authorized RMA Number will be shipped back.
- Authorized RMA Numbers will expire 45 days after they are issued.
- Only the Nextech product and quantity specified on the original RMA request can be returned with the RMA Number issued.
- If returning additional products to Nextech, a new RMA Number will be required.
- If we receive a shipment containing products not authorized for return on the RMA Number, we will return them as is.

### **Warranty Replacements & Repair**

- Nextech warrants that the product is free from defects in material or workmanship under normal operation.
- Any replacement parts furnished at no cost to the purchaser in fulfillment of this warranty are warranted only for the expired portion of the original warranty. Any services or repair outside the scope of this limited warranty shall be at Nextech rates and terms then in effect.
- Standard products deemed defective within the first 30 days from the shipping date are eligible for Warranty Replacement.
- After 30 days, standard products returned for in-warranty repair are NOT eligible for Warranty Replacement.
- Custom products are not eligible for Warranty Replacement.
- Nextech does not warrant the model life of monitors. Nextech may at any time make changes in the monitors delivered as products or components.
- Nextech is not responsible for damages outside of Nextech's control including, but not limited to, physical damage, modifications to the product, or improper packaging.

### **Out of Warranty Repair Services**

- Warranty exclusions include, but are not limited to, physical damage, modifications to the product, or improper packaging.
- If a monitor is out-of-warranty, Nextech will charge a flat rate fee for the evaluation and repair of product based on model. Prior to proceeding with the repair of a product that is out-of-warranty, Nextech will send the purchaser a cost proposal that must be signed for acceptance.
- Once out-of-warranty service is refused, the product will be returned as it is.

### **Labeling and Address**

- The RMA Number must appear on the outside of the carton(s) in BOLD print. Any product returned without a valid RMA Number will be returned to the sender.
- Return products to the address provided on your RMA authorization form.

### **Packaging**

- Nextech recommends that customers return products by United Parcel Service, Federal Express, DHL, or another major freight forwarder.
- Controllers MUST be returned in the anti-static bags. If you fail to return the bags with the controller in, Nextech will ship them back with the product as it is, with no further process attempted..
- To avoid voiding the warranty, use Nextech or equivalent packaging to return a product. This includes complete packaging, high-density foam and/or cardboard separators.

### **Freight Payment**

- The customer prepays all inbound freight charges for both in-warranty and out-of-warranty repairs. Nextech is not responsible for damage during shipment. We recommend that you insure the shipment.
- Nextech will pay for surface ground return freight only, for warranty repairs. If you require overnight or other special requirements for expedited shipment, these will be at the purchaser's expense