



# RF DESIGN

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## WARRANTY AND RETURNS POLICY

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### ***RMA Number is Required***

RF Design requires that we issue a RMA number before any return of product can be considered. A RMA request form needs to be completed by the customer detailing the invoice number, the parts and the fault (if applicable). Once the RMA number has been issued, RF Design will determine which of the following situations is applicable :

#### 1. ***Parts returned which were correctly supplied***

RF Design reserves the right to reject credit on goods correctly supplied. A 15% restocking fee will be charged on any parts returned for credit. Parts that are being returned must be in original condition and packaging.

No semiconductor devices may be returned, including surface mountable GSM and GPS modules.

#### 2. ***Dead on Arrival***

Parts returned DOA must be returned within 5 working days of the date of invoice in the original condition and packaging as it was originally supplied with. There will be a R100 evaluation fee payable upfront. RF Design will assess the parts and determine if they are faulty. If found that they are faulty the parts will be replaced and the R100 evaluation fee will be credited. If no fault is found the R100 evaluation fee will not be refunded.

#### 3. ***Warranty repairs (1 year manufacturer warranty)***

All parts that are claimed to be faulty will be subject to a R100 evaluation charge per item. This is payable upfront before any evaluation will take place. Under no circumstances will any parts be replaced out of stock unless it is a DOA. If no fault is found the R100 evaluation fee will be not be refunded.

The parts will be assessed and then either repaired locally if possible or alternatively sent back to the manufacturer for repair. If it has been determined that the fault has been due to misuse by the customer, then the goods will be deemed to be an Out of Warranty Repair issue. The R100 evaluation fee will be refunded upon the returns of the parts from the manufacturer.

#### 4. ***Out of Warranty Repairs***

Goods that are found to be out of warranty will be subjected to a R100 non-refundable evaluation charge payable upfront before any assessment of fault will be done.

RF Design will generate an official quotation which will be sent to the customer and must be accepted or rejected in writing. Some goods may not be economically repairable.

Your assistance in this matter is appreciated.

Allan Saul – Managing Director