



RF-LAMBDA

The power beyond expectations

RETURN POLICY

Return Policy

Products must be in their original 12 month warranty. Products cannot be returned if they are damaged, have been modified by installation or have serial numbers removed. Original shipping and handling charges will not be refunded. Customized or build by order products might not be refundable.

Convenience returns

CUSTOMERS WHO WISH TO RETURN PRODUCT ARE REQUIRED TO OBTAIN A RETURN MATERIAL AUTHORIZATION (RMA) BY CONTACTING THE SALES REPRESENTATIVE OR RF LAMBDA AT 1-888-976-8880. ONCE AN RMA HAS BEEN ISSUED, IT WILL REMAIN VALID UNTIL 30 DAYS AFTER THE DELIVERY DATE. THE ORIGINAL PRODUCT PRICE PAID PLUS TAX WILL BE REFUNDED*.

**If the conditions listed above are not met, a restocking fee may apply and will be deducted from the refund amount issued.*

Defective product

When product has an out of box failure, RF LAMBDA provides technical assistance and diagnosis of the problem and will provide replacement or return of the product. When product fails after the first 30 days, the manufacturer's warranty program specifies the terms for repair services.

To report product that was defective on arrival, official notification must be provided in writing within 30 business days, and defective product must be returned in full in 7 business days after notification. To obtain warranty service, or obtain contact information for warranty services please call RF RFLAMBDA at 1-888-976-8880.

Carrier related loss or damaged shipments

Customers should note damages or shortages on the Bill of Lading at the time of delivery.

Customers must report damages or shortages within 14 days of the delivery issues by calling 1-888-976-8880 and, if applicable, provide a copy of the Bill of Lading. Concealed damage, where the box is in good condition but the product is missing or damaged, is an exception and must be reported within 24 hours after delivery. Carriers reserve the right to conduct an on-site inspection at the delivery destination. If the carrier is not allowed to inspect the product, a claim cannot be filed and replacement product will not be provided. When the carrier claim has been validated or the carrier waives an inspection, RF LAMBDA will provide an RMA for return of damaged product, process a credit for the damage or shortage, and enter an order for replacement product.

Preparing product for return:

1. Call RF LAMBDA to obtain Return Material Authorization (RMA) number(s).
2. Prepare and include a "Packing List" which includes the RMA number(s), the part number(s), the



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quantity, and applicable serial number(s) for the product(s) being returned.

3. Remove all mailing labels on the box that reference the customer address. Prepare and attaché a new mailing label with the RMA#(s) and the following Returns Center address. **DO NOT WRITE ON THE PACKAGING.**

RF Lambda USA LLC.
RMA [number(s)]
6860 N Dallas Parkway, Suite 200, Plano, TX 75024

4. If product for more than one RMA is being returned in the same box, make sure that all RMA numbers are listed on both the mailing label and packing list. If products are received at the Returns Center without valid RMA numbers in a visible location on the mailing label, they will be refused and returned to the customer.

5. A call tag can be issued upon request to return product. Fees for the call tag will be deducted from the total credit amount.

Proof of delivery for returns

Customers are encouraged to select a carrier that provides tracking numbers and insurance, such as UPS or FedEx, for all returns. Customers are responsible for any damage or loss of product en-route. When customers purchase insurance coverage from a carrier, collection on claims associated with Carrier loss or damage is the responsibility of the customer.

Signatures confirming Proof of Delivery can be used in determining whether or not a box has been received. If items are consolidated in a single box, a POD cannot be used to confirm receipt of specific items or quantities. If you return a product outside this process, your credit or replacement may be delayed pending proof of delivery to our warehouse and Customer assumes risk of loss and payment of return freight.