



Returns Process - Europe

This document outlines the Technetix Return Material Authorisation (RMA) process. If your product fails during the warranty period, it will be repaired or replaced free of charge subject to our standard Terms and Conditions.

1. Warranty

Warranty on Products

All Technetix products have a standard 12-month warranty unless otherwise agreed with the customer. Please contact your Technetix Sales representative for more information on extended warranties.

Technetix determines the warranty period based on the product sale date.

Failures caused by abnormal use or handling will invalidate the warranty and will be classed as Customer Induced Damage (CID), including:

- Mechanical damage: dropped units, shipping damage due to improper packaging (unless shipped and packaged by Technetix), broken ports, damaged connectors, damaged cables and fibres.
- Failures caused by the wrong type or non-Technetix approved power supplies, batteries, plug-ins, connectors, modules and software.
- Failures caused by signal overload (above the maximum specification of the product).
- Products used outside the recommended environment.

Warranty on Repairs and Replacements

Products replaced under warranty carry a new standard warranty. Repaired or replaced components carry a 6-month warranty or the remainder of the existing warranty, whichever is longer.

2. Raising a Return Request

The customer must notify Technetix Customer Services that there is an issue with a Technetix product. The following information should be provided:

- Company
- Contact name and details
- Item number and description
- Reason for return including any fault description
- Sales Order or Invoice Number
- Batch code or Serial number (where available)

Our Customer Services team will confirm if the product is to be returned to Technetix or whether it should be sent to our European Service Centre.

An RMA number will be assigned and an RMA confirmation document issued. If the product is to be sent to our Service Centre, this is done via the Service Centre's RMA portal.



Technetix Service Centre

Technetix offers repair and upgrade services for our RF amplifier and Narrowcast Insertion products at our European Service Centre. We can also provide repair services for other manufacturers' out of warranty products.

Our Service Centre RMA portal enables reporting and status tracking of repairs. If this is the first time using the service, an RMA account should be requested. Once an account is established you may deal directly with the repair centre for applicable products, enabling turnaround time to be minimised. Repair portal instructions are also available on request.

All repaired or replacement parts will have successfully passed the appropriate quality assurance test procedures.

3. Shipping to Us

The customer is responsible for paying shipment charges when returning the product. Please return the equipment to the address specified on your RMA confirmation.

- Package equipment securely to prevent possible shipping damage. Improper packaging may lead to the warranty being invalidated.
- The RMA number must be written clearly on the outside of the package.
- A hard copy of the RMA confirmation needs to be included with the returned goods.
- Modules out of platforms can be returned separately when a detailed fault description is provided.

4. Return Shipping to Customer

Technetix is responsible for paying shipment charges when returning the repaired or replacement items to the customer.

The repaired or replacement item will usually be ready for return shipment within 21 working days of receipt of the returned item. For large repair shipments, a return schedule may be proposed.

5. Non-Warranty Charges

For products that are found to have no functional issues (NFF) or customer induced damage (CID), a non-refundable diagnostic fee may be charged to the customer.

For repairs outside the warranty period or when the warranty is voided, the repair price list can be requested via your sales representative.

- If a quote is needed before repair, then this needs to be mentioned on the RMA request.
- A purchase order will be required before carrying out the repair.
- If the quote is not approved, the unit will be returned at the customer's expense as scrap.
- If a warranty is voided and a unit is not repairable, the unit will be returned at the customer's expense.

6. RMA refusal and closure

Any products received without proper documentation and/or RMA number may be refused. Technetix will endeavour to contact the customer after a refused shipment. Unidentified returns will be disposed of after 3 months.

If we do not receive the item within 30 days of the RMA Authorisation date, the RMA will be closed.