



data communications

RAD Advance Replacement Policy

RAD Data Communications Inc. (RAD) products are manufactured under rigorous quality standards and in most cases are further tested before they are shipped to the customer. However, in the unlikely event that a product fails during the first 60 days, RAD Data Communications Inc. offers product replacement.

Advance replacement is offered for standard RAD products, not customized in any manner. Warranty returns will not be allowed if upon examination of the product, it is determined by RAD that the product was subjected to accident, misuse, neglect, alteration, improper installation, unauthorized repair or improper testing. The following additional terms and conditions apply:

Conditions For Return:

- Upon determination that a product may be defective, the VAR or customer should contact the RAD Technical Assistance Center (TAC) (1-800-444-7234 option 3). An incident number will be assigned and if it is determined that the product is defective, a Return Material Authorization (RMA) number and return instructions will be issued by Customer Service.
- A new Purchase Order will be **required** for an advance replacement request.
- Advance replacement returns will be limited to product failures occurring within 60 days from product receipt.
- All returns must be complete, including accessories, cables, manuals, and software.
- Products must be returned within two weeks of the RMA issuance. If not, VAR or customer will be invoiced for the advanced replacement.
- Returned products that are tested and verified NOT to be defective or missing accessories, will be subject to a 10% List Price handling fee.

Return Process:

- VAR will initiate an RMA request using the PRM.
- Customers without PRM access can email RMA requests to RETURNS@RADUSA.com.

The VAR or customer will be required to have the Serial Number information. An email notification providing the shipper with the RMA number, ship to address and products approved for return will follow within 2 business days.

The RMA number should be properly marked on a removable label and affixed to each package. The shipper will be responsible for all shipment charges to the Mahwah facility. Damage to returned products in shipping is the responsibility of the shipper.