

# ETI PRODUCTS

## WARRANTY

This warranty applies to products that have failed in the course of normal use and not the result of improper installation or vandalism. Upon inspection, ETI PRODUCTS will repair/replace returned goods or issue a credit. This warranty does not apply to custom or 'built to order' or apply to removal or installation costs.. ETI PRODUCTS will not be liable to the purchaser, the customer, or any other party for incidental or consequential damages arising from any defect in or improper care, storage, handling, abuse, misuse, or any act of God. Except as stated above ETI PRODUCTS makes no warranties, either expressed or implied, as to any other matter. Warranty Period for Switches or Auxiliary Electric components will be 90 days, All Mechanical Components will be 12 Months, Both Warranties are from Date of Original Invoice.

### Return Material Authorization (RGA)

ETI PRODUCTS will not accept any returned product without an RGA. Upon contact by the customer, ETI will issue an RGA number and email RGA confirmation document. ETI cannot issue a customer RGA without reference to a ETI invoice number for the original product purchase. Failure to follow this procedure may result in a rejection of the warranty claim. ETI Products WILL NOT ISSUE A RGA FOR ANY PRODUCT that have had changes or tampering in PACKAGING, LABELING OR PRODUCT.

### Advanced Product Replacement:

At the company's discretion, ETI will supply replacement product (devices) in advance of receiving a defective unit (return GOODS authorization number). When agreed, ETI will supply new or refurbished product, and invoice the account the product net price. The invoice for the replacement product shall be fully credited upon ETI receiving the defective product and inspecting the unit to confirm a manufacturing defect.

### Obtaining an RGA:

**Customers may obtain an RGA by contacting our customer service department by phone: 505 404 8481**

**OR Email: [info@etiproducts.net](mailto:info@etiproducts.net)**

ETI 's return material authorizations are valid for 30 days, from date of issue. Goods returned under RGAs after this time will NOT be credited, in whole or in part.

### SHIPPING/RECEIVING

All returned products must be shipped to ETI prepaid.

Our shipping location is:

ETI PRODUCTS llc, 18 Arroyo Venada Road, Building 2, Placitas New Mexico, 87043

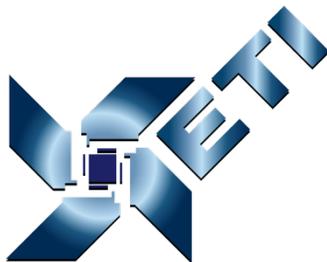
Returned products will not be accepted by our warehouse receiving without reference to a valid RGA number. Goods must be returned with the RGA number clearly marked on the shipping carton, and the ETI RGA confirmation document is to be attached to the packing slip or waybill.

### REPAIR/REPLACEMENT/CREDIT

ETI Will inspect and test returned product within 10 business days of receipt. Upon our determination of a manufacturing defect, ETI will repair or replace the product, or issue a credit, at our discretion.

**Custom products and special-order finished products cannot be returned for credit.**

Products returned under an RGA that are found to be fully operational are subject to a 25% restocking charge, at our discretion. Product returned under an RGA that are, in the opinion of ETI, damaged due to incorrect installation, incorrect usage, storage, or abuse will not be repaired, replaced or credited.



**ETI PRODUCTS LLC**  
PO Box 310  
Placitas, New Mexico 87043  
Call: 505 404 8481  
Email: [info@etiproducts.net](mailto:info@etiproducts.net)