

# CARTELL RMA/RETURN POLICY

Effective September 1, 2021

The following constitutes the return policy of Cartell:

1. Cartell prefers to deal directly with installers for technical support and returns. It is best for installers to call 717-532-0033, option 1 while in the field before uninstalling product. Have serial number, symptoms, and multimeter handy. Business hours are Monday - Friday, 8:30 a.m. - 5:00 p.m. Eastern time.
2. Cartell may choose to advance-replace installer's product.
3. If installer, with an RMA number from Cartell, chooses to ask distributor to replace defective product, the latter may advance-replace the product, per its own policy.
4. Defective products must be returned (at Cartell's expense) directly to Cartell within 90 days. If product is not returned within that time frame, we reserve the right to charge for the advance replacement.
5. After Cartell receives defective product, we will test and determine if product has a manufacturing defect that falls under the warranty. If product does not have a manufacturing defect that falls under the warranty, an invoice may be issued to cover advance replacement.
6. If a distributor has advance-replaced product for installers, and the returned product falls under warranty and proves defective, distributor may receive from Cartell replacement product or be issued a credit, per distributor's preference.
7. End users must contact installers for product troubleshooting and replacement.

## BAD OUT OF BOX

Cartell does 100% product testing before products leave our factory. Therefore, it is unlikely that a product will be bad out of box. However, if such occurs, do the following:

1. Before returning product, call Cartell immediately at 717-532-0033, option 1.
2. Have serial number of defective product handy. We will troubleshoot over the phone, and determine if the product is bad out of box.

## CARTELL WARRANTY

All Cartell products are warranted against defects in material and workmanship for five years. This warranty does not cover defects caused by, but not limited to: acts of God, improper installation, abuse, fire damage, electrical surges, integrated system failures, improper lid/gasket installation, over-tightening screws, stripping screw holes, damage to cable caused by slicing, pulling, tangling, improper splicing, and failure to run cable in non-metallic conduit.

