

# CARTELL RMA/RETURN POLICY

Revised September 2023

## DISTRIBUTOR/INSTALLER

1. Cartell prefers to deal directly with installers for technical support and returns rather than through a distributor. Installers should be directed 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. Before contacting a distributor, installers should receive troubleshooting support and an RMA (Return Manufacturing Authorization) number from Cartell. If installers choose to ask distributor to replace defective product, the latter may do so, per its own policy after receiving installer's RMA number. If installers do not contact Cartell first, **Cartell will not be held liable for distributor advance replacements.**
4. Defective products must be returned (at Cartell's expense) directly to Cartell within no more than 90 days. If product is not returned within 90 days, Cartell reserves the right to charge for the advance replacement. Cartell will only pay for return shipping of defective product within the 90 day period.
5. After Cartell receives defective product, it will be tested to 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, the customer will be invoiced for the advance replacement.
6. If the invoice for the advance replacement is paid in full, customers may request to have their non-defective product shipped back to them (at their expense). This request must be received within 90 days from date invoice issued. After 90 days, the product will be discarded.
7. If a distributor has advance-replaced product for installers, and the returned product proves defective and falls under the warranty, distributor may elect to receive replacement product or be issued a credit. If product is not defective, the distributor will not receive replacement product or credit.
8. End users must contact installers for product troubleshooting and replacement if product is sold to them by an installer.

## BAD OUT OF BOX

With Cartell's 100% product testing practice, it is unlikely products are bad out of box. However, if such allegedly occurs, do the following:

1. Before returning product, distributors 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.

## DIY (Do It Yourself) MARKET

If consumers purchase one of Cartell's DIY products, and install it themselves, do the following:

1. Be at installation site
2. Have serial number available
3. Be able to explain symptoms
4. Have Cartell app displayed on your phone (if applicable)
5. Call **717-532-0033, option 1**

**Business hours are Monday - Friday, 8:30 a.m. - 5:00 p.m. Eastern time.**

## CARTELL WARRANTY

All Cartell products are warranted against defects in material and workmanship for three 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 screws/inserts, damage to cable caused by slicing, pulling, tangling, improper splicing, and failure to run cable in non-metallic conduit.

