

## **Policy & Procedure for Returning Retail Solutions Products**

Retail Solutions warrants components for 24 months from the shipment date. Damage due to water, physical abuse, high voltage (incorrect wiring or lightening), or other factors beyond Retail Solutions' control will void the components warranty. To return any Retail Solutions component you must follow the procedure below for returning components. No returns will be accepted outside of this procedure.

If a component is an item repaired by Retail Solutions, Inc., the component carries a 90-Day repair warranty and is not subject to return credit.

### **Procedure for Returning Retail Solutions Components:**

- 1.** Contact the Retail Solutions Manufacturing Support Department by phone 1-770-425-2724, by fax; 1-678-784-2736 or by email [Manufacturingsupport@emersonclimate.com](mailto:Manufacturingsupport@emersonclimate.com) . At this time you may request a **repair and return, advance replacement** or a **credit** of the component. The Manufacturing Support Department will then issue you an RMA number to return the Retail Solutions component. **Note: E2's with Open Communications and or Version 2.20 software or higher will require the MAC Address of the controller prior to sending out an Advanced Replacement.** After you are issued an RMA number;
- 2.** Package the component and a **detailed description of what is wrong with the component.** Write the RMA number on the outside of the package in a visible place and send the return to:

Retail Solutions-Manufacturing Support Department, RMA#  
3240 Town Point Drive, Suite 100  
Kennesaw, GA 30144

**Note:** Retail Solutions recommends that you insure any components that are being returned as Retail Solutions is not responsible for any damage or loss that occurs during shipping.

### **Repair & Return**

Return the defective part as described in Step 2 of the return procedure. If the defective component is still under Retail Solutions warranty, Retail Solutions will repair the component at no cost to you. If the defective component is no longer covered under Retail Solutions warranty, Retail Solutions will ask you for a form of payment (PO number, Credit Card, etc.) to cover the repair charges. You will be charged for the time and materials necessary to repair the part. The returned part will be date stamped and have a (90) day repair warranty.

### **Advance Replacement**

If you request an advance replacement, Retail Solutions will require a form of payment (PO number, Credit Card, etc.) from you. Retail Solutions will then send you a replacement component from our refurbished stock in advance of your return. When you receive your advance replacement, you will need to return the defective part as described in Step 2 of the return procedure. Upon receipt and inspection of the returned component, and if the component is still within its warranty period, Retail Solutions will issue credit of the advanced replacement component. If a part is damaged due to misuse or misapplication (water, physical abuse, high voltage etc.) no credit will be issued. The replacement part will be covered by a (90) day warranty or what remains of your original (24) month warranty period, whichever is longer. Within the first 30 days following the original ship date, out of box failures will be replaced with new product. If upon receipt and inspection of the returned item the failure is found to be the result of misuse or misapplication, normal repair charges will apply. If no defect is found a 20% restock fee will apply.

## **Credit**

If you are requesting an RMA Number for credit, the component(s) must be in new and unused condition, and be less than 1 year old. A restocking fee of 20% will be applied to your refund. If the component(s) being returned are in new and unused condition, and over 1 year old, it will be at Retail Solutions discretion to issue a credit. If a credit is issued, a restocking fee of 50% will be applied to your refund.

## **WARRANTY**

The warranty extended by **Retail Solutions**, as printed below, is a limited warranty to provide parts and factory labor necessary to remedy any material defects which appear during the first twenty four months from date of shipment of a Retail Solutions product. This warranty is subject to proper system installation and maintenance, as specified by Retail Solutions, and does not cover willful or accidental damage. Retail Solutions (Seller) warrants to the buyer of this Retail Solutions product (Buyer), that all tangible articles manufactured by Seller will be free of material defects in workmanship and material. Seller's sole obligation under this warranty shall be to provide, without charge, parts and factory labor necessary to remedy material defects, if any, which appear during the first twenty four months from the date of shipment of such articles. Buyer's exclusive remedy and Seller's entire liability in contract, tort, or otherwise for breach of this warranty is Buyer's right to require Seller to repair or replace components, and any claim must be made to Seller in writing within twenty four months after such shipment date. This warranty is the sole and exclusive warranty given with respect to any articles delivered by Seller **AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ORAL OR WRITTEN, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SELLER IS NOT RESPONSIBLE FOR LOSS OF PROFITS, ECONOMIC LOSS OR OTHER INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.** This warranty is subject to installation and maintenance of the articles in accordance with the specifications and directions supplied by Seller. To obtain warranty service the articles must be shipped or delivered to Seller. All postage, insurance and shipping charges including import duties and taxes are the responsibility of the Buyer. Seller makes no warranty whatsoever with respect to articles which are not manufactured by it; however, Seller will assign or make available to Buyer any warranty which has been extended or assigned to Seller by the manufacturer and/or vendor of such articles and which Seller has the right to so assign or otherwise make available to Buyer. Acceptance of articles covered hereby by Buyer from the carrier on shipment thereof shall constitute a waiver of all claims based on delay in delivery; and every claim on account of breakage, short count, or any defect ascertainable upon receipt by Buyer shall be waived by Buyer, unless made in writing within fifteen (15) days after the receipt of the articles to which the claim relates.