



RDP Electronics Ltd

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QC24 Issue E

Warranty, Service and Returns

IMPORTANT

Before returning anything to RDP, please get an RMA number by e-mailing sales@rdpe.com

All items returned to RDP MUST BE clean and free of any hazard including but not limited to any mechanical, chemical, biological or radiological hazard. Any item which is not returned as above will be quarantined and/or sanitised/returned at the customer's expense.

All returned items must be removed from any fixtures/fittings not originally supplied by RDP.

WARRANTY

RDP Electronics' products are warranted against defects in materials or workmanship. This warranty applies for one year from the date of invoice. We will repair or at our discretion replace products which prove to be defective during the warranty period provided they are returned carriage paid to RDP Electronics.

An RMA number must be obtained prior to return; contact sales@rdpe.com

This warranty is in lieu of all other warranties, expressed or implied, including the implied warranty of fitness for a particular purpose to the original purchaser or to any other person.

RDP Electronics shall not be liable for consequential damages of any kind.

SERVICE

We maintain comprehensive after-sales facilities and the instrument can, if necessary, be returned to our factory for servicing.

Equipment returned to us for servicing, other than under warranty, must be accompanied by an official order as all repairs and investigations are subject to at least the minimum charge prevailing at the date of return.

Please email sales@rdpe.com with details of items being returned to obtain an RMA number.

IMPORTANT NOTES

1. Any unauthorised service work or modification will invalidate the warranty.
2. If the instrument is to be returned to RDP Electronics for repair (including repair under warranty) it is essential that it is suitably packed and that carriage is insured and prepaid.
3. Due to the need for specialist equipment in evaluating products, repairs can only be undertaken at our factory. Any returned items should be removed from any fixtures before return as there may be a charge for RDP doing this.
4. Please note that many of the transducers we sell are sealed units which cannot be repaired.
5. The original warranty date is unchanged by any repair/service/replacement.

**THIS WARRANTY MAY BE NULL AND VOID SHOULD THE CUSTOMER FAIL TO
MEET OUR TERMS OF PAYMENT.**