



## Limited Warranty RDF PRODUCTS

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### A. WARRANTY OF QUALITY

1. RDF Products warrants that goods sold to the buyer shall be free from defects in workmanship and materials. In the event that any goods or parts thereof shall prove to be defective in workmanship or materials within a period of one (1) year from the date of shipment, RDF Products shall repair or replace, at its sole discretion, the same at no cost to the buyer provided that the buyer first completes and submits RDF Products' standard RMA (return material authorization) form and obtains an RMA number. RDF Products will refuse all repair shipments for which no RMA number has been issued. An RMA number must be obtained for both warranty and non-warranty repairs.
2. For warranty repairs, the buyer agrees to pay one-way freight and insurance charges for return of equipment to the factory, while RDF Products agrees to pay return freight and insurance charges to the buyer. Any associated duties, tariffs, taxes, and miscellaneous charges shall be paid by the buyer.
3. Except as stated herein, RDF Products shall not be liable for any damages or for the breach of any warranty, expressed or implied, or for any other obligation or liability on account of the goods.

### B. WARRANTY OF CONFORMANCE

1. RDF Products warrants that at the time of delivery the goods will conform substantially to their published descriptions and specifications only. RDF Products makes no warranty that the goods are suitable for the buyer's intended application.
2. RDF Products' liability and buyer's remedy under this warranty are limited at RDF Products' discretion to replacement of goods returned which are shown to RDF Products' reasonable satisfaction to have been non-conforming or to refund of the purchase price, provided buyer shall have given notice of such non-conformance within 30 days of delivery of goods and that the goods are undamaged.

### C. OUT-OF-WARRANTY REPAIRS

1. RDF Products warrants that goods returned for out-of-warranty repair shall be free from defects in workmanship and materials for a period of 90 days from the date of return shipment.
2. This warranty applies only to those components or sections of the equipment associated with the malfunction(s) in question.
3. The customer agrees to pay two-way freight and insurance charges, and to specify in writing the insured value for return shipment. Any associated duties, tariffs, taxes, and other charges shall be paid by the customer.
4. The customer agrees to itemize in writing all accessories returned with the goods (power cables, interface cables, aerial sets, manuals, spare connectors, etc.). RDF Products accepts no liability for undeclared accessories.

### D. EQUIPMENT UPGRADES/ IMPROVEMENTS

1. RDF Products reserves the right to change product specifications and prices without notice, and has no obligation to incorporate product improvements into previously-sold items.
2. At its sole discretion, RDF Products may offer equipment upgrades/improvements. Again at its sole discretion, RDF Products may or may not charge the buyer for these upgrades/improvements.
3. In cases where RDF Products offers upgrades/ improvements at no charge to the buyer, the buyer will be required to pay two-way freight and insurance charges for return of equipment to the factory.

### E. EXCEPTIONS

1. This limited warranty does not apply to goods that have been damaged as a result of misuse, mistreatment, negligence, modification, or whose serial number label has been altered, moved, removed, or obscured, or for which complete payment has not been received.
2. This limited warranty is also voided for DF antennas that have been opened without written consent from RDF Products.
3. This limited warranty is voided in all cases where the goods have been used in violation of the laws of the United States of America.
4. This limited warranty is voided in all cases where the goods have been diverted to a country or location other than that stated by the customer as the country of ultimate destination. <>



# Return Material Authorization (RMA) Form

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## A. General Instructions:

RMA # (issued by RDF Products): \_\_\_\_\_

1. This form must be completed and faxed or mailed to RDF Products prior to returning any equipment for repair. Upon acceptance of this form, RDF Products will provide an RMA number authorizing the user to ship the equipment to RDF Products at the above address. *RDF Products will refuse all repair shipments for which no RMA number has been issued.*
2. A separate RMA form must be prepared for each equipment item to be repaired (e.g., if both a DF processor and DF antenna are to be returned for repair, a separate RMA form must be prepared for each unit).
3. A \$120 evaluation charge will be applied to each unit returned for repair. Upon examination of the equipment by RDF Products, a quotation will be submitted for the repair. If the customer accepts the quotation and authorizes the work order, all evaluation charges will be credited toward the quoted amount. If the customer declines the quotation, it will be invoiced for all evaluation charges and returned to the customer freight collect. If in RDF Products' opinion the equipment cannot be reliably or economically repaired, RDF Products will return the equipment to the customer freight collect without action and waive all evaluation charges.
4. For international customers, payment for all charges must be made in advance prior to return shipment.

## B. Customer Identification:

Submit requested customer information below.

Customer Name:

Contact Person:

Date Of Purchase:

Purchase Order Number:

Telephone Number:

Fax Number:

E-Mail Address:

Billing Address:

## C. Equipment Identification:

List the equipment Model and Serial numbers below. This information can be found on the equipment serial number label (typically affixed to the rear-panel of DF receivers/processors or on the underside of DF antennas).

Model Number:

Serial Number:

Warranty Repair?

Yes\_\_ No\_\_

## D. Accessories:

List all accessories returned with the above equipment (power cables, interface cables, aerials sets, manuals, spare connectors, etc.). Use the back of this page as required. *RDF Products is not responsible for undeclared accessories.*

**E. Failure Symptoms:**

Provide a detailed description of the equipment malfunction. By making this description as complete as possible, you can help us reduce billable troubleshooting time. Use the back of this page or another sheet of paper as required.

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**F. Return Shipping Information:**

For domestic repair orders, repaired equipment is returned via UPS ground unless otherwise specified. Freight and insurance charges will be invoiced along with the repair charges. For international orders, equipment will be returned via the customer's specified carrier, with all freight, insurance, and any related shipping charges billed to the customer's account. Be sure to package the equipment in accordance with standard commercial shipping practices for high-value items.

Return Shipping Address (provide full address):

Declared Value For Insurance (US Dollars):

Note: Customer *must* specify insured value for return shipment. If this space is not filled in, RDF Products cannot accept equipment for non-warranty repairs. Check with your carrier's agent for insurance rates.

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**G. Customer Authorization:**

I hereby authorize RDF Products to proceed under the terms and conditions specified above and in the RDF Products limited warranty.

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_