

Spectrum Controls Service Policy

Effective January 1, 2016

This policy provides the guidelines for product service

Service Fee

- Service includes evaluation, repair and/or replacement with a re-manufactured unit

Restocking Fee

- 25% of List/End User Price List (effective list 3/1/2000)
- Distributor inventory rotation (new/current revision/**unpackaged units only**)
- 100% Restock Charge: (no credit issued) units over 12 months of age in open or un-opened boxes.

Terms and Conditions

- Spectrum Controls is the only authorized service and repair facility
- Non-authorized repairs will void the warranty
- All units must have Return Materials Authorization (RMA) number prior to return (see RMA request form)
- All units must be returned in approved ESD packaging
- Distributor will be reimbursed for freight from point of origin to Bellevue, WA in the event that Company determines after receipt of the Product that it is covered by Spectrum's Warranty. On all non-Warranty returns, the Distributor is responsible for all freight.
- Order placement/authorization may be via telephone, but written confirmation must be received by Company prior to service. If there is no written confirmation, Spectrum will not be responsible for any misunderstandings or misinterpretation of Distributor's order. If a confirming order is issued, it must be clearly marked CONFIRMING.
- Repaired or replaced Products are warranted for six months or the balance of the original warranty, whichever is longer. All other terms and limitations of the original warranty shall apply to any extended warranty.
- After receipt by Company of a Product being returned for repair, Company shall in its sole discretion determine whether a Product can be repaired. If a non-repairable Product is still covered under warranty, it will be replaced unless the defect is due to mis-use. If it is not covered under Company's Warranty, it will not be accepted for return, and Distributor will be given the option of paying for return shipment to the point of origin.

Contact Information

- Spectrum Controls Service Department
- Monday thru Friday 8:00 am – 5:00 pm PST

Shipping Address:

Spectrum Controls, Inc.

1705 132nd Ave SE

Bellevue, WA 98005 USA

Tel: (425) 746-9481

Fax: (425) 641-9473

Email: spectrum@spectrumcontrols.com