

Spectrum Controls Product Return or Repairs Policy

Effective January 1st, 2019

This policy provides the guidelines for product service performed by Spectrum Controls.

Service Fee

Includes evaluation, repair or replacement of the product.

Restocking Fee

25% of Purchase Price for new factory sealed products that have been approved for credit by Spectrum Controls.

Terms and Conditions

- Spectrum Controls is the only authorized service and repair provider for the products we manufacture.
- Spectrum Controls will either repair or replace returned products at its sole discretion.
- All returns must have a Return Materials Authorization (RMA) number prior to return.
- RMA#s will be issued by contacting Spectrum Controls
- All units must be returned in ESD packaging.
- Non-authorized repairs will void the warranty.
- Upon review of return by Spectrum Controls, when a void warranty condition is present, the product will not be repaired or replaced free of charge.
- Repaired or replaced products are warrantied for six months or the balance of the original warranty, whichever is longer.

Contact Information

Email: rma@spectrumcontrols.com
www.spectrumcontrols.com