



RMA PROCEDURE AND POLICY

All products being returned to KT&C require a pre-approved Return Authorization (RA) number. Please contact the appropriate office for a RA number. Shipments without a RA number marked clearly on the outer packaging or label may be refused. RA numbers are valid for a period of 30 days. After that, you must call for a new RA number. All RA's should go through proper channels. If it was purchased through a distributor, the RA should go through the distribution channel. Only with prior approval will KT&C accept RA's directly from the End User. When shipping it directly to us, you must put the name of the distributor the product was purchased from. Please be specific as possible with the reason for return, otherwise we may not be able to troubleshoot the exact problem. If there is no reason for return or the description is vague, only the basic tests will be performed such as video, power, image quality, infrared (if applicable), and it will be returned back to the customer in the same condition it was received. KT&C is not liable for replacing missing screws or accessories. The product will be returned exactly as it was received.

SHIPPING

Sender is liable for any shipping charges (plus any duties/tax for international shipments) sent to KT&C Returns Dept. KT&C does not issue Return labels/Call tags. Products returned to KT&C via C.O.D or Freight Collect will be automatically refused. Customer will be responsible for return shipment if the products are found non-defective. Customer will be responsible for additional shipping charges if it is shipped to the wrong office for repair, and will delay the RMA processing by 1~2 weeks. Part#, Serial#, and reason for return must be written on the RMA form. If there is no serial#, the product will be handled as an "out of warranty" product. KT&C will pay the shipping charge when returning the repaired or replaced unit to the customer.

WARRANTY REPAIRS

KT&C will repair or replace units that are still under warranty free of charge. KT&C may use refurbished units or parts to repair/replace the RMA units.

Custom made products are non-refundable. If the custom product is defective, we will repair or replace the product per our discretion.

NON-WARRANTY REPAIRS

There is a minimum labor charge of \$25 plus the cost of parts to repair out of warranty products. KT&C will notify the customer with a quote. If the customer declines the repair, KT&C will ship the product back to the customer un-repaired or disposed of at our facility with customer's approval.

CREDIT RETURNS

There is a twenty percent restocking fee (20%) for all credit returns. Credit returns for wrong order, customer not satisfied, stock rotation, changed mind, refused packages, and any other reasons not related to manufacturer's defect or fault, are subject to the 20% restocking fee. Credit must be pre-approved and is not guaranteed until the product is received, inspected and approved by the RMA Dept that it meets the credit requirements. Products must be returned within 30 days of purchase and returned in original condition and packaging to be approved for credit. After 30 days but before 90 days, credit returns will be issued house credit.

DOA

If the product is not working out of the box, you must contact your distributor or KT&C within 10 days of receipt. Once it is determined that product is DOA by KT&C, a replacement will be shipped out on our account upon receipt of the DOA unit. Advanced replacement requires prior authorization from the RMA Dept.

WARRANTY EXCEPTIONS

Warranty is void when it is caused by improper installation, abuse, negligence, accidents, vandalism, missing serial# label, improper use of power, any unauthorized tampering, repairs, or modifications, acts of nature such as earthquakes, tornadoes, floods, and lightning strikes.

DEAD PIXEL POLICY

For dead pixel warranty, please refer to our RMA department for more detail.

FOR MORE INFORMATION PLEASE VISIT : www.ktncusa.com/rma-procedure

KT&C America

www.ktncusa.com

New Jersey Office

40 Lane Road 1st Floor
Fairfield, NJ 07004
T: 973 276 0118
F: 973 276 0 116

California Office

10645 W. Vanowen St.
Burbank, CA 91505
T: 213 381 0061
F: 213 381 0064



KT&C America, Inc. www.ktncusa.com

East Coast Return

40 Lane Road 1st Floor
Fairfield, NJ 07004
T: 973 276 0118
F: 973 276 0116

West Coast Return

10645 W. Vanowen St.
Burbank, CA 91505
T: 213 381 0061
F: 213 381 0064

RETURN AUTHORIZATION FORM

RA No: _____

Date: / /

Contact Information

Company Name :			
Address:			
City:		State:	
Zip:			
Contact:	Tel:	Fax:	Email:

Shipping Information (if left blank, returns will be shipped to the address provided in Contact Information)

Company Name :			
Address:			
City:		State:	
Zip:			
Purchased from (if End User):			

Reason for Return * refer to KT&C RMA Procedure and Policy

Repair <input type="checkbox"/> *Provide detailed info below				Replace <input type="checkbox"/>				Exchange <input type="checkbox"/>				Credit <input type="checkbox"/> *subject to a 20% restocking fee			
QTY	Model #	Serial #	Detailed Problem												
Other :															

Internal Use Only

Received Date	/ /	Inspected Date	/ /
Warranty	Yes <input type="checkbox"/> No <input type="checkbox"/>	Re-Stockable	Yes <input type="checkbox"/> No <input type="checkbox"/>
Action Taken:			
Complete Date:	/ /		