



PROCEDURES AND POLICY FOR MERCHANDISE RETURN

If, within **two** years of the date of retail purchase, any IOTA product in the continental United States and Canada fails to perform satisfactorily, IOTA Engineering will test and inspect the product, and repair or replace any IOTA product found to be defective in materials or workmanship free of charge, provided that inspection and testing show that operating conditions have been within specified limits. Refer to Warranty Page for complete details.

Should the product be found to be free of defects and in working order, a 30% restocking charge may be applied for non-defective products and a 20% restocking charge for products with blown fuses.

THIS WARRANTY EXCLUDES:

- 1) Product that has been repaired or in any way altered by a person or service station not authorized by IOTA.
- 2) Product that is damaged due to excessive input voltage, misuse, negligence, accidents, or external forces.
- 3) Product that has been disassembled, or the serial number altered, defaced, or removed.
- 4) Product that has been connected, installed, or modified in any way other than stated in the supplied installation instructions, including **BLOWN FUSES THAT ARE A RESULT OF IMPROPER CONNECTION AND INSTALLATION OF THE PRODUCT.**

REMEDIES OF THIS WARRANTY EXCLUDES:

- 1) Costs incurred relating to removal or reinstallation of the Product without prior approval.
- 2) Loss of profits or revenues, loss of use or incidental costs incurred by loss of use, loss of other goods or associated equipment or damages to any associated equipment, cost of capital or labor, cost of substitute products, facilities or services, down time costs, or claims of claimant's customers.

PROCEDURE FOR CLAIMS:

Any customer who chooses to exercise a warranty claim must obtain a **Return Material Authorization (RMA)**. You may initiate the RMA process online at www.iotaengineering.com/rma.htm. Proof of the date of purchase must be supplied in the form of the product serial number (if available) or receipt or bill-of-sale.

SHIP ALL MERCHANDISE RETURNS TO:

IOTA Engineering
1641 W. Commerce Court
Tucson, AZ 85746