



11 Beaver Brook Road • Littleton, MA 01460
TEL: (978) 486-4160 • FAX: (978) 486-4772
www.controlresources.com • sales@controlres.com

Warranty & Return Policies

Warranty:

Control Resources, Inc. (CRI) warrants that its products are free from defects in material and workmanship for a period of two (2) years from the date of shipment. CRI will, at its own option, either repair or replace the defective product, provided the purchaser has notified CRI and upon inspection, CRI has found such product to be defective and covered by this limited warranty. The Purchaser's sole and exclusive remedy hereunder will be limited to such repair, replacement or credit.

Return Policies:

- No returns will be accepted without a Return Materials Authorization (RMA) number. An RMA # will only be issued after the customer has described the failure mode, defect or other reason for return in detail. NOTE: "failed test" or "does not work" is not a detailed description of a failure mode.
- Shipping charges to Control Resources will be paid by Control Resources if the root cause of failure has been identified and is one of the following; wrong item shipped, wrong component, poor solder joint, component not placed during assembly, other known quality issue. The customer is responsible for shipping charges to CRI for all other cases.
- A credit will be issued based on the condition of the product received. No credit will be issued for microprocessor-based assemblies received without ESD protection.
- A restocking fee of up to 25% for unused catalog products and 50% for "specials" may be charged for product returned for credit only. Custom and obsolete products cannot be returned for credit.
- In the cases that a unit is returned for failure analysis where no defect is found or for troubleshooting of product not covered under this warranty, a minimum service fee of \$50 per unit will apply.
- RMA will be void if product is not returned within 60 days
- Label the carton to be returned with the RMA number and return to:

Control Resources, Inc.
11 Beaver Brook Road
Littleton, MA 01460 USA