

AAA Products International

Warranty Policy

AAA Products International warrants its products to be free from defect in material and workmanship under normal use and service for a period of one (1) year from date of shipment from AAA Products International factory. If a product proves defective in materials or workmanship within one year from the date of shipment, we will replace or repair it. The replacement is your exclusive remedy and our sole obligation for any breach of warranty, except that, if, after a reasonable number of attempts, we are unable to provide you a product that meets the above warranty, we will refund the purchase price for that product, as our sole obligation and your sole remedy.

Upon discovery of a defect or a shortage of an item received in manufacturer's original container, Purchaser shall, within seven (7) days from discovery of the defect or shortage, deliver written or e-mail notice detailing basis of the claim, to Seller's main office, 7114 Harry Hines, Dallas, Texas 75235 or sales@aaaproducts.com. If after due investigation the claim is found to be valid by AAA Products International, AAA Products International may discharge its entire obligation to purchaser by either repairing or replacing, f.o.b. point of manufacturing, the defective product or components thereof and for shortages by furnishing a replacement of the missing quantity.

In no event will we be liable, whether in contract, tort or under any other legal theory, for lost profits or revenues, loss of use or similar economic loss, for any indirect, special, incidental, consequential, punitive or similar damages arising out of or in connection with any products (including non-conforming products), or for any third-party claims against you relating to the products, even if we have been advised of the possibility of such claim. In no event will our monetary liability (whether in contract, tort or under any other legal theory) in respect of any product exceed the purchase price that you paid to us for it.

This warranty may be void if product date codes or serial numbers are defaced. Of course, warranties also do not apply to products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping. Our warranty also does not apply to any product that has been damaged by external causes such as fire, flood, sand, dirt, lightning, exposure to weather, or other acts of God.

To minimize the risk of potential safety problems, you should follow all applicable local and national codes that regulate the installation and operation of your equipment. These codes vary from area to area and usually change with time. It is your responsibility to determine which codes should be followed, and to verify that the equipment, installation and operation is in compliance with the latest revision of these codes.

Equipment damage or serious injury to personnel can result from the failure to follow all applicable codes and standards. We do not assume any responsibility for your product design, installation or operation.

Our products are not fault-tolerant and are not designed, manufactured or intended for use or resale as on-line control equipment in hazardous environments requiring fail-safe performance, such as in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, direct life support machines, or weapons systems, in which the failure of the product could lead directly to death, personal injury or severe physical or environmental damage.

Guidelines for Returning Products

These guidelines are intended to facilitate and expedite returns and do not alter or modify our Warranty Terms.

It is AAA Products International's belief that in most cases, although not all, we may be able to provide you a solution so that you may not have to return products to us. Please call our factory representatives for an RMA number before returning any products to us

Warranty Returns/Repairs

The following guidelines apply to authorized returns for products under warranty:

1. All product numbers must be supplied before the RMA can be issued. If product labels have been defaced or altered in any way, the warranty may be void.
2. Failure symptoms must be reported for each product returned for Quality Control purposes. If this information is not available at the time the return material authorization is issued, please specify each failure symptom on the return documentation.
3. Return products in their original boxes. Include all documentation, components included with the original parts shipment. Write the RMA number on the outside of the shipping box, not the product box.
4. Please return the parts to the appropriate address shown at the top of the RMA form within two weeks of issuance.
5. If a Technical Support representative issues you an RMA for a potentially defective product, you, the customer, are responsible for the shipment arriving safely and undamaged to AAA Products International, 7114 Harry Hines, Dallas, TX 75235. We highly recommend that you insure the shipment for the full cost of replacing the product.

Return Policy

The following guidelines apply to returns subject to our return policy:

1. Do not mark or write on the original product boxes to avoid refurbishing fees.
2. Products must be returned in the original product boxes in like new condition. Include all documentation, and components included with the original parts shipment.
3. Shipments should be in an appropriate shipping container to avoid product damage.
4. Return only products that are specified on that RMA. Additional products sent without approval will be returned to you.
5. You, the customer, are responsible for the shipment arriving safely and undamaged at AAA Products. We highly recommend that you insure the shipment for the full cost of replacing the product. See "Limits of Liability" below.
6. Restocking fees will be handled on a case by case basis.

Shipments that do not follow the above procedures may be returned to sender or restocking and refurbishing charges may be incurred at the current cost of AAA Products International's parts and labor.

Limits of Liability

A return authorization number does not guarantee a refund or replacement. If a refund is initially issued and the manufacturer of the product finds the problem to be due to "customer abuse," the credit will be reversed and you will be notified of such action.

AAA Products International will accept neither responsibility nor issue credit for packages damaged in transit to AAA Products for any reason. It is your responsibility to assure that the product is properly packaged for shipment. Freight charges are your responsibility and we highly recommend that you insure the item, at your expense, for the amount of the potential credit that you are seeking.