

SignalFire RMA Policy

The following is the return policy and the return process for products manufactured by SignalFire Telemetry Inc.:

WARRANTY REQUEST

- All products must be within the applicable warranty period for the given product. See our warranty period policy for details.
- Adequate troubleshooting must be performed by a local SignalFire channel partner or remotely by our technical support team.
 - o The suspected cause of the failure shall not be due to physical damage.
 - o The suspected cause of the failure shall not be due to contamination.
- A Return Material Authorization request must be submitted at <https://www.signal-fire.com/warranty-and-support/> and must include the serial number and description of the issue.
- An RMA number will be provided once SignalFire approves returning the product for warranty investigation. All products returned to SignalFire must have an RMA number

SHIPPING TERMS

- The product shall be shipped to SignalFire's factory in Marlborough, MA USA at the sole cost of the shipping party.
- If the product failure is covered by warranty, SignalFire will pay for shipping to return either a repaired or replacement product.

PACKAGING

- If the product has been in contact with hazardous materials, the product must also be decontaminated before sending it to the factory. An MSDS sheet must be included with the packaging, so we are aware of what the product was exposed to.
- The box(es) must be labeled with the RMA number.
- It is not necessary to return the battery (for products that include the battery) unless SignalFire requires it for analysis.

www.signal-fire.com

