

TriTeq Warranty and Repair Policy and Process

Warranty periods:

- Lock for 1 year (determined by lock serial #)
- Keys for 1 year (year month code on back of key above key code)
- All other components for 1 year: lock reader, cradle, battery back up
- Repair warranty 90 days

Repair charges (out of warranty):

- Locks: flat fee of \$85
- Vandalized lock rebuild: \$85
- AutoTraq Keys: flat fee of \$99
- AutoTraq Keys re-coding: \$49
- TriTeq does not repair economy keys, standard keys, P1 keys, lock readers, cradles and battery packs. If these are out of the warranty period, we do not want them returned.
- If the customer opts not to have the non-warranty locks repaired, there is a \$19.25 inspection/scrap/processing fee.
* *No inspection service unless customer is Refurb returning large crate of locks.*

Issuing an RMA:

- In order to return parts, a RMA number needs to be assigned. This number can be generated through the customer service database. If this is done then an email needs to be sent to Florentina so that the RMA can be entered into the ERP.
- RMA numbers can be given verbally by using the date and time. An example of the RMA numbering format is 0113100945 (Jan 13, 2010 9:45). This needs to be entered into ERP. If you do not have access, provide the RMA information to Florentina.
- When issuing an RMA number to a customer, gather the following information:
 - Name, zip code and phone number
 - A listing of the parts that will be returned along with reason for return
 - The sales order that the material was purchased under, if customer contends products to be covered under warranty
- The customer needs to label the box with the RMA number

Purchase Order:

- Customers are encouraged to issue TriTeq purchase orders to cover repair of non-warranty items in advance of sending back products
- If advanced purchase orders are not issued, repairs of non-warranty products will not proceed until PO's are issued.