

# WARRANTY AND AFTER-WARRANTY SERVICE



Our products are subject to rigorous quality controls. If despite these checks, your device does not work properly, we ask you to contact the after-sales service.

## Warranty exclusions:

Limited-life products such as batteries (even rechargeable batteries), LEDs, bulbs, etc. are not returnable.

## Warranty conditions (without reducing the legal rights)

1. The warranty has a maximum duration of 2\* or 3\* years from the date of purchase of the product. (\*according to the product)
2. The warranty consists of repair, exchange or refund upon presentation of the purchase invoice.
3. The warranty is accepted only in case of normal use of the product. It is no longer valid in case of non-use, non-compliance with instructions in the operating instructions, failure to follow safety measures, or if the product has suffered shocks, has undergone transformations or has been repaired by a service department that has not been validated by AIC International or has been dismantled.
4. Any claim beyond the warranty period can not be taken into account.

## Service process

The product is defective,

1. If you need to send a warranty request by email to: [sav@aic-international.net](mailto:sav@aic-international.net)
2. AIC International sends back a request for support
3. The client must return by e-mail, within 8 days of receipt of this care, as accurately as possible • The request for care (attached) duly completed

- Reference and description of the product
- Nature of the failure encountered
- Full contact
- Product pictures, if possible showing the defect
- End-user purchase invoice

4. Upon receipt of this email with all the information, AIC International decides whether or not to accept this warranty request.

If it is accepted: to repair, exchange or refund the product.

5. AIC International reserves the right to request the return of the product for verification of the failure.

The return of the product must be in its original packaging, not damaged completely and without missing parts. This return is at the expense of the buyer. Upon receipt of the product, AIC International decides whether or not to accept this warranty claim. If the guarantee is accepted, the exchange is done at the expense of AIC International. If the guarantee is not accepted, AIC International provides a negative answer with the reasons for this decision.

For any additional questions, please send your requests to the After Sale Service :

#### **WARRANTY & REPAIR**

Centrix will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period stated below after the date of shipment.

Exceptions to this warranty are as noted below:-

- Lightning or power surge
- Installation error
- Misuse, alteration or accident

All goods requiring warranty repair shall be sent freight prepaid to Centrix. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty. Centrix assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Centrix liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Centrix for such Products. In no event will Centrix be liable for any special, incidental, or consequential damages (including loss of use, loss of pros, and claims of third parties) however caused, whether by the negligence of Centrix or otherwise.

#### **Centrix Extended Warranty (CEW)**

Centrix Extended Warranty (CEW) is an optional add-on for Centrix product owners who wish to extend their original product warranty's period. CEW is only offered from the time of purchase of the product, and post-purchase sign ups are not allowed.

## Return Merchandise Authorization (RMA) Process

### Step 1

Fill up the  Repair Authorization Form (RAF) and e-mail it to us

(+) Click here to view form sample

**centrix®**  
CENTRUM SECURITY

**REPAIR AUTHORIZATION FORM (RAF)**

| Company Name:   | GesellDhaft GmbH  | Repair Authorization No.:                                |   |
|---|---|--|---|
| Name of Applicant:  | Gerd von Rurstadt   | Date:  | 10/12/13  |
| Telephone No.:  | (541) 754-3010  | Purchase Order No.:                                      |   |
| Faximile No.:   | (541) 754-3032  | Warranty Expiry Date:                                    |   |
| Email:  | gerd@gesellhaft.com   | Project Reference:                                       |   |
| Correspondence Address:   | GesellDhaft GmbH<br>Marketingabteilung<br>Postfach 12 34 56<br>12350 Musterdorf     |  |   |
| Delivery Address:   |   |  |   |
| Type of Claim:  | <input checked="" type="radio"/> Warranty   | <input type="radio"/> Repair                             |   |
| Type of Product:  | ctv equipment   |  |   |
| Model No.   | Serial No & Quantity (If any)   | Details of the defect or problem                         |   |
| wv580tr   | (on product label)  | cannot display, power on                                 |   |
|   |   |  |   |
|   |   |  |   |
|   |   |  |   |
|   |   |  |   |
|   |   |  |   |
| Submission By Applicant   |   | Delivery Order For Repaired Goods As Above & Received By |   |
| Signature:  |  | Signature:   |  |
| Name of Applicant:  | Gerd von Rurstadt   | Name of Recipient:                                       |   |
| Designation:  | Lead Technical  | Designation:   |   |
| Date:   | 10/12/13  | Date:  |   |
| Received & Repaired by Service Department (For Internal Use Only)   |   |  |   |
| Name of Personnel:  | Date:   |  |   |
| Type of Claim:  | <input type="radio"/> Under Warranty  | <input checked="" type="radio"/> Warranty Void           |   |
| Quotation Ref. No.:   |   | Purchase Order No.:                                      |   |
| Remarks:  |   |  |   |
| Complete this RA form and send via email at <a href="mailto:rma@centrusecurity.com">rma@centrusecurity.com</a> or fax it to us at +603 - 7983 9330. Ship the product to us with the RA number clearly marked on the outside of the box and enclose a copy of the RA. Please use only authentic RA requisition forms available from the service section of the CENTRIX™ website or by our support personnel. |   |  |   |
| <b>UNITS WITHOUT REPAIR AUTHORIZATION NUMBERS WILL BE RETURNED UNREPAIRED</b>   |   |  |   |
| <input type="button" value="Submit"/>   |   | <input type="button" value="Print Form"/>                |   |

## Step 2

Upon approval, you will receive a **RMA code** for reference via e-mail.

## Step 3

After obtaining the RMA code, send the **product** to us with a copy of the **RAF**, Please make sure that the **RMA code** on the outside of packaging is clear.

## Step 4

Track product warranty status with the RA code.

*When Consigning the Product to RMA center, Customer Agrees to:*

|                 |  |
|-----------------|--|
| OUT-OF-WARRANTY | Out-Of-Warranty product will be repaired only with customer's approval.  |
| PACKING         | RMA number on the outside of the packaging must be clear. Damage or loss of goods during shipment is the sole responsibility of customer.  |
| RMA NUMBER      | A RMA number is required. Any returned product without a valid RMA or no RMA will be refused and returned to sender. RMA number is only valid for 7 business days from the day RMA number is issued. |
| PRODUCT         | Ship only the product specified on the original RMA request, do not include any additional items. Any additional items will require a new RMA number.  |
| SHIPPING COST   | Customer is responsible for the cost of shipment.  |

**Units Without Repair Authorization Numbers Will be Returned Unrepaired.**

*Watch a video and do a test*

Click on

1. This plasma television is \$1000; but really, it's only \$900 if you send in this form to receive a \$100 mail-in \_\_\_\_\_.

|           |             |
|-----------|-------------|
| a) refund | c) credit   |
| b) rebate | d) exchange |

2. Some stores offer a low price \_\_\_\_\_, which means they will match or beat any competitor's price.

|              |           |
|--------------|-----------|
| a) guarantee | c) credit |
| b) warranty  | d) cost   |

3. "Let's go to The Gap to see the new fashions. I still have a \$50 \_\_\_\_\_ from a shirt I returned two months ago."

|             |           |
|-------------|-----------|
| a) exchange | c) rebate |
| b) refund   | d) credit |

4. These days most cars come with a 3- to a 5-year \_\_\_\_\_ that covers all the car's engine and transmission parts, but not its interior.

|             |              |
|-------------|--------------|
| a) warranty | c) guarantee |
| b) refund   | d) rebate    |

5. "Though we do not give refunds on final sale items, we do allow you to \_\_\_\_\_ an item for another of the same value."

|           |             |
|-----------|-------------|
| a) credit | c) exchange |
| b) refund | d) rebate   |

Question was not answered

6. A: "Hi. I received this gift from someone, but I already have one. I'd like to return it for a \_\_\_\_\_. B: "I'm sorry, ma'am. We only give in-store credit for returned items."

|           |              |
|-----------|--------------|
| a) rebate | c) warranty  |
| b) refund | d) guarantee |

7. We are so confident about our professional service that we \_\_\_\_\_ you will be satisfied, or we will give you your money back.

|             |              |
|-------------|--------------|
| a) warranty | c) refund    |
| b) think    | d) guarantee |

8. The \_\_\_\_\_ covers all hardware, but does not cover software. If something goes wrong with the software, that's your responsibility.

|              |                   |
|--------------|-------------------|
| a) Guarantee | c) responsibility |
| b) rebate    | d) warranty       |

9. If you are not satisfied with the quality of our product, we will \_\_\_\_\_ your money in full, and give you a discount on all further purchases.

|           |             |
|-----------|-------------|
| a) rebate | c) warranty |
| b) credit | d) refund   |

10. I'm afraid you can't \_\_\_\_\_ this model anymore. It's been discontinued. We can let you upgrade, however, though you'll have to pay the difference.

|             |           |
|-------------|-----------|
| a) exchange | c) refund |
| b) credit   | d) rebate |