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 It is no longer valid in case of non-use, non-compliance with instructions in the operating instructions, failure to follow safety measures, or if the product has suffered shocks,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

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

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• 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 specic 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)

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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 Merchandize 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

REPAIR AUTHORIZATION FORM (RAF)

Company Name:	GesselDhaft GmbH	Repair Authorization No:	
Name of Applicant:	Gerd von Runstedt	Date:	10/12/13
Telephone No.:	(541) 754-3010	Purchase Order No.:	
Facsimile No.:	(541) 754-3032	Warranty Expiry Date:	
Email:	gerd@gesseldhaft.com	Project Reference:	
Correspondence Address:	GesselDhaft GmbH Marketingabteilung Postfach 12 34 56 12350 Musterdorf	Delivery Address:	

Type of Claim: (•) Warranty ( ) Repair

Type of Product: cctv equipment

Model No	Serial No & Quantity (If any)	Details of the defect or problem
wv580tr	(on product label)	cannot display, powar on

Submission By Applicant		Delivery Order For Repaired Goods As Above & Received By	
Signature :	[redacted]	Signature :	[redacted]
Name of Applicant:	Gerd von Runstedt	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	( ) Under Warranty ( ) Warranty Void		
Quotation Ref. No.:		Purchase Order No.:	
Remarks:			

Complete this RA form and send via email at rma@centrixsecurity.com 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 RAF. Please use only authentic RA requisition forms available from the service section of the CENTRIX™ website or by our support personnel.

UNITS WITHOUT REPAIR AUTHORIZATION NUMBERS WILL BE RETURNED UNREPAIRED

Submit Print Form

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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 vaild RMA or no RMA will be refused and returened 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

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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.

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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

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