



**Carling Technologies®**

Innovative Designs. Powerful Solutions.

## Maretron RMA (Return Material Authorisation) Procedure

1. Please contact [terry.littlejohns@carlingtech.co.uk](mailto:terry.littlejohns@carlingtech.co.uk) for a returns number to start the RMA process. Do not send us any goods until your return has been authorized.
2. A returns number will be generated, and you will be sent an RMA request form to fill out and submit electronically. This will require a detailed description of the failure mode – to say it is broken is not acceptable. (Sample document attached)
3. Once the form has been submitted and the RMA has been generated, you will be informed of the warranty status of the product. See points 7, 8, & 9 & 10.
4. Courier details and address details will be sent to you to return your product for evaluation/repair.
5. Please package the product in its original container or equivalent and clearly mark the box and the shipping label with the corresponding Q returns number.
6. Please note For safety purposes all returns must be cleaned and free of contaminants, e.g. diesel fuel, black water, adhesives, etc... If the products received are not cleaned, they will be returned to you without any evaluation and not accepted for evaluation until free of contamination.
7. Once received, If the product is in warranty and the product is found to have a manufacturing defect per Carling's warranty policy, then Carling will repair or replace the unit at no charge as quickly as possible and return the unit. Credit will only be granted if replacement is not available and the product is beyond economic repair. For warranty repair/replacement Carling Technologies will cover both inbound & outbound freight costs & repair.
8. If the product is NOT found to have a manufacturing defect per Carling's warranty policy, then Carling will provide you with a quotation for repairing or replacing the product. Repair cost can range anywhere from a nominal fee up to the cost of a new unit. In this instance the customer will be responsible for both the inbound & outbound freight and repair costs. A covering purchase order will be required prior to work commencing.

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9. If the product is NOT in warranty, Carling is willing to evaluate the product to see if it can be repaired or must be replaced and depending on the condition of the product, repair cost can range anywhere from a nominal fee up to the cost of a new unit. Return carriage cost? In this instance the customer will be responsible for both the inbound & outbound freight and repair costs. A covering purchase order will be required prior to work commencing.
10. Please note Maretron's warranty shall not apply with respect to products subjected to negligence, misuse, misapplication, accident damages beyond Maretron's control, to improper installation, operation, maintenance, or storage, or other than normal use or service.
11. Turnaround time is usually 12 days from receiving the product, however, the nature of the evaluation or repair will dictate the actual time taken.

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