

Repairs Sending to Av-Gad Systems

RMA (return material authorization)

Dear Customer,

If you have faulty items to send for repair, carefully follow the enclosed instructions. **Ship only after we confirm and sent you the RMA number.**

A. Fill a short note details report similar to this

Date.....

Customer..... Country.....

Items

Serial Number or local ID.....

(For panels and keypads place a number label and a report describe each item problem)

Problem description (important for panels, keypads & sensors)

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<p>Note: You send the goods under your risk. Ship all pre-paid, never collect, add low value invoice, if expenses are too high Av-Gad will not release the goods from local customs</p>
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B. Return Instructions

1. The minimum item quantity per shipment is 20 pieces. Mark every item and attach the faulty report with elastic rubber or other way that keep the report attached to the faulty item. Repaired goods returned on your account, consider it before shipping.

2. The following faulty subjects are not accepted: Broken or missing components PCB, thunder hit items, non marked items, items that was handled with soldering or attempting to repair, burned or flame marks on the internal PCB or external housing, non Av-Gad supplied products. **Don't ship:** Panel housing, transformers, new keypad that is part of product pack (like 4D-701XX), burned or broken PCB or damaged product. **Add problem description** to each item.

3. Pack carefully the items; If PCB use anti-static bubble bag and double-side master pack carton. Broken items cannot be repaired. Do not send the alarm panel box.

4. Ship the goods via Airmail, Sea mail or Sea Freight pre-paid at your side (this is the lowest shipping way). **Do not use airfreight or courier**, as it increases the customs charges dramatically. **Do not ship collect**, it doubles the shipping charges. Before shipping send us the invoice with the packing and weights for our confirmation, in order to clear them from customs as soon as arrival. With the goods, enclose an invoice, as goods are used, invoice to indicate \$ 2-3 value for each item; **add a price to each item**. Total invoice \$ 100 maximum. Note as header "Electronic goods returned for repair to the manufacture". All under warranty items will be repaired or replaced at no charge, in case of charges involved consider minimum \$ 19 per item.

5. Shipping Address: Av-Gad Systems Ltd, 84, Ben-Zvi Rd, Tel-Aviv 68104, Israel. Tel: 03-681 6767 (Please include the phone).

Contact us for further details.

Av-Gad Systems Ltd.

Technical Support Dep't (overseas)