

CRESTRON EMEA RETURN FOR CREDIT. ADVANCE REPLACEMENTS

1. Return for credit

1.1. Crestron EMEA has the right to decline any credit return requests.

1.2. Products returned for credit less than 30 days from date of shipment are not subject to a restocking fee if the provided product is in original packaging, contains all accessories, and references a RMA number.

1.3 Products returned for credit 31 to 60 days from date of shipment require a replacement purchase order of equal or greater value to avoid a restocking fee. Products must also be returned in the original packaging, contain all accessories, and references a RMA number.

1.4 Products returned for credit 61 to 90 days from date of shipment require a replacement purchase order of equal or greater value, and are subject to a 15% restocking fee. Products must also be returned in the original packaging, contain all accessories, and reference a RMA number.

1.5 Product may not be returned for credit 90 or more days from the original date of shipment.

1.6 On any products returned with or without an RMA, return freight charges following credit returns shall be paid by the purchaser.

2. ADVANCE REPLACEMENTS

2.1 Advanced replacement may be shipped upon request within 1 year from the original date of shipment, and must be validated by Crestron technical support.

2.2 After one year from date of shipment, products may be returned for repair under the standard terms of service, but advance replacements will not be offered.

2.3 Advance replacement returns (original, failed product) received after 60 days from the date of Return Merchandise Authorization (RMA) will be subject to a 15% restocking fee.

2.4 Crestron EMEA reserves the right to change any of the above terms & conditions without any prior notice.

Crestron EMEA

