

Warranty and product return guide

ProPhotonix offers a limited Hardware warranty to the original purchaser of any products, that it is free from defects in workmanship and materials, while it remains under normal use and service, for one year from the shipping date from ProPhotonix. During the warranty period, ProPhotonix repairs or replaces any part which is in non-conforming to its specifications. To prevent damage in transport, the customer is suggested to return the product in its original protective packaging. ProPhotonix is not responsible for any damage to the product during transportation to ProPhotonix.

Warranty repairs

ProPhotonix rigorously tests all its products to ensure optimum quality and reliability. If the failure symptoms described by the customer cannot be duplicated and the unit passes pertinent product testing, it will be reported as “No Fault Found” (NFF) and returned to the customer. At ProPhotonix's discretion, in the case of excessive NFFs, the customer will be responsible for service fees and shipping costs. If a returned unit fails pertinent product testing, ProPhotonix will repair the unit and retest to confirm that it has been restored to a functional state. Alternatively, if a repair is not possible a new product may be supplied as a replacement.

Non-warranty Repairs

Any service and/or repair request for a product for which the factory warranty period has expired or has been invalidated because of customer-induced damage (resulting from misuse, abuse, missing components, or modification) is considered a non-warranty service. Refurbishment or upgrading of a product to the latest specification is considered a non-warranty repair or service. For non-warranty repairs or services, there will be a charge. The customer must agree to pay for the repair before shipping the defective product to ProPhotonix. ProPhotonix will examine the returned unit and send the customer a quote for the repairs, the amount of which will be based on the then-prevailing time and material rates as determined by ProPhotonix. ProPhotonix will not work on the repairs until it receives a purchase order for the repairs. If the customer chooses not to repair the unit, the customer will be responsible for the cost of the repair estimation and for shipping the product back to the customer. ProPhotonix, at its discretion, may decide not to repair a non-warranty part.

Return Materials Authorization (RMA)

A Return Materials Authorization (RMA) number is required before returning any product for any repairs, upgrades, or advance replacements.

Product Return Procedure

Follow these easy steps to return a product to ProPhotonix for repair and/or replacement:

1. Request an RMA number from your ProPhotonix Sales contact.
2. When requesting an RMA number please ensure that you provide as much of the following information as possible:
 - Part number.
 - Serial numbers.
 - Purchase order numbers.
 - Full description of the fault and operating conditions.

This information will help ProPhotonix to test and debug the product and will also help to avoid unnecessary delays.

3. Once you have received your RMA number and return address details, please package your product and address it to ProPhotonix. Please note the RMA number on the shipping paperwork.
4. You will be contacted soon after your package has been received at ProPhotonix with the estimated repair time and product replacement information.

Shipping

For products under warranty, the customer pays shipping to ProPhotonix and ProPhotonix pays for the return shipment.

For products not under warranty, the customer pays for shipping both ways.