



108 Commerce Street, Lake Mary, FL 32746-6212 RMA number issued for this return  
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e-mail: [staff@quantumtech.com](mailto:staff@quantumtech.com) WEB: [quantumtech.com](http://quantumtech.com)

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## **QUANTUM TECHNOLOGY RMA POLICY**

All returns to Quantum Technology for repair either under warranty or not should be accompanied by the Quantum Technology RMA form. This form details the particular problem(s) associated with the returned unit.

Quantum Technology upon issuing the RMA number to a customers, stipulates the following as company policy:

- 1) All returned materials are issued a RMA number.
- 2) The customer accepts this RMA number under the following conditions:
  - a) All out of warranty material will incur a \$ 100.00 inspection fee. This fee is waived for all repairs, and only pertains to material returned to the customer without repairs.
  - b) For all out of warranty repairs, the customer pays shipping in both directions.
  - c) Warranty repairs that do not involve any modifications of the returned material have the shipping charges paid by Quantum.
  - d) Those materials that are modified by Quantum Technology with the customer's agreement will be charged shipping cost to the customer only.
  - e) The customer will be informed as to the repair costs. If the customer accepts the repair cost, the \$ 100 inspection fee is waived.
  - f) All customers must have approved credit with Quantum Technology or pay any invoice by Visa or MasterCard.
- 3) Misuse of any equipment voids the warranty. By misuse the following is understood:
  - a) Any material that is operated beyond its rated specification.
  - b) Any material that is used in a hazardous environment without expressly specifying this to Quantum Technology for approval or disapproval.
  - c) Common carrier damage. In this case cost to repair would be charged to the carrier damaging the material.
  - d) Dropping or otherwise unspecified damage caused by mishandling the material.
  - e) The loss of any material by the customer.
  - f) Purposely damaging the material for ulterior motives.
  - g) Substituting one piece of material for another.
- 4) For other details or more information please contact Quantum technology, Inc., Lake Mary, Florida, U.S.A.