

7775 Cooper Road, Cincinnati, Ohio 45242 (513) 874-3733 / (513) 795-5324 RGA Administrator Direct Line

RMA & Warranty Procedures **Revised October 2017**

Hamilton Safe will repair or replace (at our discretion) any Hamilton product that fails due to materials or workmanship within 14 months from the shipping date.

RMAs are issued to ensure the proper handling of a return. The final disposition regarding warranty claims or credit requests are not guaranteed until the proper Hamilton Safe personnel authorizes such.

As of October 2016 chargeable repairs will no longer be given an RMA number. All chargeable repairs will require a Hamilton Safe Repair form attached. See chargeable repairs on page two.

Return for Credit:

Equipment and parts returned for credit for any reason MUST receive an RMA (Return Merchandise Authorization) from Hamilton. Any equipment returned to Hamilton without an RMA will be returned to sender. Please submit your RMA request via the online RMA form www.hamiltonsafe.com. The issuance of the RMA is for ensuring the proper handling of the return. The final disposition as to the credit return will be decided once the appropriate Hamilton Safe Department has inspected the item. All standard equipment and parts returned for *CREDIT* are subject to a 25% restocking fee. Equipment returned for credit must include all parts, packing materials, documents, etc. in the original UNMARKED box in new unused condition (Do Not write on the item's box). Custom equipment and tubing MAY NOT be returned for credit. Products out of the warranty period MAY NOT be returned for credit. **We suggest that you speak to one of our Techs and/or Plant Managers prior to returning something substantial;** if it is not approved for return we will ship it back to you at your expense.

Information Required to Receive an RMA:

1. **Original Purchase Order Number or Corresponding Hamilton Sales Order Number**
2. **Part Number, Serial Number (where applicable)**
3. **Reason for the return with detailed description of the issue**

Advanced Replacement Exchanges:

Bad Out of Box: Equipment or Part which is found to be Bad/Defective within 90 days of the shipping date.

If an item is found to be "bad out of the box", please call us for a replacement immediately referencing the sales order number or purchase order number. The replacement will be sent in advance of returning the defective item. Hamilton Safe will issue an RMA for returning the defective item as well as provide a pre-paid shipping label or call tag in order to return the defective item. All replacement parts and equipment will be sent via UPS ground or like service at Hamilton's expense. Credit will be issued (subject to verification) upon the return of the defective item. Channel Partners should inspect all items within 60 days of receiving regardless of the install date to qualify for Bad out of Box status. After 90 days of the shipping date the item will be treated as a standard warranty item. **Items deemed to have been damaged by a technician, lightning, flood, abuse or incomplete assemblies will be rejected as bad out of box and the Channel Partner will be notified.**

Warranties do not cover any freight damage. All freight is EX-WORKS Hamilton. Freight damage claims are the Channel Partner's responsibility. If a shipment is refused due to suspected damage it is still the Channel Partner's responsibility to file a freight claim with the trucking company. If it is refused and there is NO damage all freight charges will be the Channel Partner's responsibility.

Revisions and Cancellations:

NO cancellations can be made to custom manufactured equipment orders once the order has been released to production (i.e. manufacturing process has begun). Any revisions to custom orders after approval will be re-priced but may not be cancelled.

Warranty Repairs: Warranty repairs will require an online RMA form filled out. See Hamilton website

Information Required to Receive an RMA:

- 1. Original Purchase Order Number or Corresponding Hamilton Sales Order Number**
- 2. Part Number, Serial Number (where applicable)**
- 3. Reason for the return with detailed failure description**

Hamilton Safe will repair or replace at our discretion any Hamilton product that is within 14 months of the shipping date (the warranty period). You may not return an item which needs repaired for credit – only repair. The Channel Partner is responsible for the return freight charges and Hamilton will pay to return the repaired item back to the Channel Partner. The RMA will be issued as a warranty item once the original sales order or purchase order is found to be within the warranty period. The issuance of the RMA is for ensuring the proper handling of the return. The final disposition as to the warranty claim will be decided once the appropriate Hamilton Safe Department has inspected the item. Items deemed to have been damaged by a technician, lightning, flood, abuse or incomplete assemblies will be rejected as warranty and the Channel Partner will be notified.

Parts frequently required on an Emergency basis **should be purchased by the Channel Partner and kept in inventory**. Channel Partners should stock small parts and replacement equipment as needed.

Large items or special case: (Safes, Deal Drawers, Etc.)

Channel Partners must talk with Hamilton tech-support or a Plant Manager prior to returning the entire unit. In most cases issues may be corrected with the shipment of small parts avoiding the need to return the large item.

Chargeable Repairs:

As of September 2016 chargeable repairs will not be issued an RMA number. Chargeable repairs will be sent in using the Hamilton Safe repair form xxxzzzyy that is posted on the Hamilton Safe website. Please fill out this form in detail and attach to each item being returned for repair. You must have a ticket number assigned for each item for tracking purposes. Additionally, you must include a purchase order number.

A list of repairable items is posted on the Hamilton Safe website. Please do not send in any item for chargeable repair that is not on the list.