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Return/Warranty Policy

Policy-RMA 05/01/15

Introduction

This Return and Warranty Policy applies to Cinch Systems products and services purchased directly from Cinch Systems. As all policies herein are subject to change, please check our website at www.cinchsystems.com/about-us.html for the latest policy.

If you have questions about this policy, contact customer service

Effective date: [May, 01, 2015](#)

Returning Cinch Products

Before you can return any product to Cinch Systems, you must obtain a return material authorization (RMA). This applies to all product returns, including warranty repair/replacements, non-warranty repairs, advance replacements, and credit returns. To obtain an RMA, contact Cinch Systems customer service @ 1-763-497-1059 or email to customerservice@cinchsystems.com and have the product and the following information ready:

- Original PO number
- SKU/part number
- Serial number

Customer Service will provide you with an RMA number that confirms your request.

Once you have the RMA, repackage the product appropriately and attach the RMA number on the outside of the package. Then send the product to Cinch Systems. All products must be returned freight prepaid within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact Customer Service to get a new RMA. We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense. If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material. The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

Warranty Repair/Replacements

Subject to the terms of the limited warranty in effect at the time of purchase, Cinch Systems will repair or replace a product that fails to meet the terms provided, within the product's warranty period. Cinch covers all product for 1 year after purchase. Cinch Systems reserves the right to replace any product under warranty with new, refurbished or remanufactured product. For product purchased directly from Cinch Systems by a dealer or an integrator, the warranty period starts from either a) the date of shipment from Cinch System's facility (point of origin) or b) the manufacturer's date code (if the shipment date is unknown). We will return equipment or ship replacement equipment via the same incoming ship method at no additional charge. If you request a different return ship method, we will charge for the full shipping cost.

Warranty Repair Items:

Cinch Systems performs Warranty Repair only when these requirements are met for all material in question:

- Material was originally sold to authorized Cinch Systems customers, original PO requested
- Material is still under warranty
- A RMA number accompanies the returned material shipment

Material returned that has been abused, modified, and/or subjected to abnormal conditions, will not be accepted for warranty repair. This type of material will fall under the Out of Warranty process and the customer will be contacted.

Cinch Systems reserves the right to ship previously repaired material of comparable revision from stock at our sole discretion. Repaired items are identified as B- (part number)

If the product is within the warranty time period call Cinch Systems for an RMA number to return the product, let them know it is a warranty repair. Write the RMA number on the outside of the box and ship to Cinch Systems, the customer is responsible for the shipment to Cinch and Cinch will cover the return shipment. After receipt Cinch will validate the warranty dates, if in warranty Cinch will repair the item and ship “as new” with accessory packages and manuals.

If the item is deemed out of warranty the customer will be contacted and provided with a repair price list, the customer has 10 days to have the item repaired or Cinch will return the item as it was received.

Non-Warranty Repair Items:

Non-Warranty Repair covers the repair of material which is out of warranty.

Non-warranty repair is a service you purchase from Cinch Systems. Our standard repair price is 60% of the current GSA price.

Cinch Systems performs non-warranty repair only when these requirements are met for all material in question:

- Material was originally sold to authorized Cinch Systems customers, original PO requested
- A RMA number accompanies the returned material shipment.

Material damaged by physical effects outside or beyond the normal use of the material (including water damage, lightning damage, and physical abuse) may not be repaired. We reserve the right to declare any or all returned material non-repairable at our sole discretion.

If the product is out of warranty call Cinch Systems for an RMA number for return, at this time let Cinch know the item is out of warranty and a price will be provided for repair. Write the provided RMA number on the outside of the shipping box and send to Cinch, the customer is responsible for the shipping to Cinch and Cinch will cover the return shipment. All items repaired will be shipped “as new” with accessory packs and manuals.

Cinch Systems reserves the right to ship previously repaired material of comparable revision from stock at our sole discretion. Repaired items are identified as B- (part number)

Credit returns

No returns for credit or refund will be accepted unless you have obtained a return material authorization (RMA) as described in the section entitled “Returning Cinch products”. Cinch Systems will refund or credit new, standard production items that are unused and in the original unopened shipping cartons for a period of 120 days from the original date of shipment; however any returned product is subject to a 25% restocking fee if your request comes more than 60 days after the original ship date. Returns for refund or credit beyond 120 days from original shipment date will be denied. Products purchased as part of a kit must be returned in their entirety (i.e., the entire kit must be returned, not separate parts) to receive refund or credit. Refund or credit is not available for custom, special or nonstandard products. You must use credit within one year of the date of issue. All returns are subject to Cinch inspection and approval.

Advance Replacement

Advance replacement products are new, refurbished or remanufactured products at Cinch Systems discretion and carry a full original equipment warranty. Cinch Systems will send advance replacement product to replace defective equipment that has failed from time of purchase up to 365 days.

Cinch Systems will advance replace defective equipment that has failed upon initial install (bad-out-of-box) with new equipment for a period of 60 days from the original date of shipment. Beyond the 60 days, Cinch Systems will advance replace with refurbished equipment, when available, up to 1 year from the date of shipment. All replacements will be invoiced at shipment and credited upon receipt of the defective product. Invoices will remain outstanding if the returned product does not qualify under the replacement terms. Please contact the Customer Service Center to see if your product is eligible for Cinch Systems Advance Replacement program.

Material returned that has been abused, modified, and/or subjected to abnormal conditions, will not be accepted for replacement and the returner subject to being invoiced for the replaced product.

If the defective product is part of a kit, you shall return only the defective product (i.e., you shall not return the remainder of the kit) and we will replace only the defective product through advance replacement.

Note: Advance replacement is not available for custom, special or nonstandard products.

Warranty:

All Cinch Product carries a 1 year warranty from date of purchase.

Cinch maintains a database of all parts purchased by ID #, if a part is in question provide Cinch with the product ID # and Cinch will provide the date of purchase.

ID#'s can be found on each product, it is a 6 character identifier using both letters and numbers, normally found on the front of the circuit board.

For any further warranty questions please contact Cinch Systems

Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

All returns and warranties are granted to the initial purchaser of the equipment

Cinch Mailing Address:

Cinch Systems - Repair Department
12075 43rd St NE, STE 300
St Michael, MN 55376

Customer Service Information:

Phone: 1-763-497-1059

Email: customerservice@cinchsystems.com