
Additel Return and Warranty Policy

1. End User (Customer)

- A. DOA Returns** – Additel will pay for cost of freight to and from Additel. Additel chooses the return shipping method and will provide a label.
- B. Warranty Repair** – the customer will pay for cost of freight to Additel. On completion of work, Additel will cover cost of returning the repaired equipment from Additel to the customer. For customers within the United States, the shipping courier will be FedEx ground. For international customers, the shipping courier will be FedEx International Economy. If the customer desires an expedited shipment service, the customer will be required to pay the additional cost over the standard method.
- C. Repair** – the customer will pay for the cost of freight to and from Additel.

2. Distributor

- A. DOA Returns** – Additel will pay for cost of freight to and from Additel. Additel chooses the return shipping method and will provide a label.
- B. Warranty Repair** – the Distributor will pay for cost of freight back to Additel. On completion of work, Additel will cover cost of returning the repaired equipment from Additel to the distributor. For distributors within the United States, the shipping courier will be FedEx ground. For international distributors, the shipping courier will be FedEx International Economy. If the distributor desires an expedited shipment service, the distributor will be required to pay the additional cost over the standard method.
- C. Repair** – the distributor will pay for the cost of freight to and from Additel.
- D. Evaluation** - All evaluation are subject to a \$100 fee when repair quotes are refused or no problems are found.

Warranty Policy

All Additel instruments carry a *one-year warranty and guarantee against defects in either components or workmanship from the day the product is invoiced by Additel. During this period, products that prove to be defective will, at the discretion of Additel, be either repaired or replaced without charge. A calibration certificate is not normally included free of charge with the warranty repair if the product is older than 9 months. The product warranty and guarantee does not cover the battery, damage caused by fair wear and tear, abnormal storage conditions, incorrect use, accidental misuse, abuse, neglect, misapplication

modification, or use with non-Additel hardware/software. No warranty of fitness for a particular purpose is offered and the user assumes the entire risk of using the product. Any liability by Additel is limited only to the replacement of defective materials or workmanship, and Additel accepts no responsibility for consequential loss. In line with our policy of continuous development, we reserve the right to amend our product specifications without prior notice.

**Additel 22X series has a three-year warranty period.*

Further explanation on returns

Returns for credit are only accepted from the original purchaser and only if the product is purchased direct from Additel. All warranty claims will be handled by Additel, regardless of where the item was purchased. In all cases, a return authorization (RA) number is required. An RA can be acquired by calling our phone number or emailing the request to service@additel.com. Once the RA is received, please write the RA number on the outside of the shipping box or include on the attention line of the shipping label.

We do not have a "buy-and-try" allowance policy. It is the responsibility of the customer to determine suitability of a product prior to placing the unit in service.

All sales are final and may be refunded/returned at the full discretion of Additel. All boxes, packaging materials, accessories, manuals and certificates must be in new, re-sellable condition or a fee equal to the cost of the damaged and/or missing item(s) will be deducted from the refunded amount. Be sure to ship in a carton that protects the original item box or package. We suggest insuring the package for the full value in the return shipment. Used or damaged equipment may not be returned for a refund. Credits are not issued until the goods are received and inspected at Additel. It may take up to 10 business days to process credits.

Note that original shipping charges are not refunded unless the return is a result of Additel error. This is defined as, if the customer has ordered accurately and Additel shipped the item incorrectly, Additel will pay to return the item to Additel or shall send a delivery service to pick up the item at Additel's expense.

Items missing or damaged in shipment must be reported within 5 business days of receipt of shipment.

Custom or special-order products are final sale and not returnable.



Additel Corporation
2900 Saturn Street, #B
Brea, CA 92821, USA
Tel: (714) 998-6899
Fax: (714) 998-6999
www.additel.com
