



when reliability is critical™

Repair and Return Policy

Document Number 811681
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Product Return for Repair:

CTI Electronics Corporation (CTI) product(s) may be returned for repair during warranty period. CTI extends a five (5) year repair policy for all sealed enclosure products, as noted by the serial number. Limitations: 1) After warranty period, Open Frame products are not returnable. 2) A product exposed to bio-hazardous material is not returnable. 3) A product contaminated with liquid or solid debris will not be repaired (it will be returned at customer's expense).

Product(s) may not be returned to CTI without an RMA Number. Contact CTI Customer Service at (203) 386-9779 to obtain a Return Merchandise Authorization (RMA) Number and a quote for the estimated cost of repair. The Limited Warranty applicability will be determined at the time of RMA issuance.

CTI will, at its sole discretion, determine whether any returned product(s) is/are repairable. If the cost of repairing any product exceeds the quotation, then the customer will be called to advise them of the cost difference and to obtain authorization prior to proceeding with the repair.

The issuance of an RMA Number by CTI does not obligate CTI to repair or replace the subject product(s), or to issue credit to the company returning the product(s).

Product Return for Credit:

It is the sole responsibility of the customer, prior to purchasing a CTI product, to determine suitability, fitness, or usage for any particular purpose. If there is any question as to the suitability of a product, it is the responsibility of the customer to perform all applicable testing to make such determination.

Product(s) may not be returned to CTI without an RMA Number. Contact CTI Customer Service at (203) 386-9779 to obtain an RMA Number.

- "Open Frame" products cannot be returned to CTI for credit. Open Frame products include all products with exposed electronics or in non-sealed enclosures.
- Product in NEMA 4 or NEMA 12 enclosure may be returned for credit issuance within 15 days of original shipment (exception is M2000 Series Analog Motion Controller that requires customer wiring). A minimum 25% restocking charge will apply. Returned product must be new and unused, and must be returned to CTI in the original shipping boxes. Credit issued is for only one product shipped against any particular purchase order.
- Customer special products, a.k.a. custom products, designated by Model Numbers that end in "Pxxxx", where "xxxx" is any 4 digit number, may not be returned for credit.
- Credit issued (if any), will be applied to any outstanding customer balance, or to future orders. Funds will not be disbursed for returned product(s).

Product(s) MUST have an RMA Number to be returned to CTI. Contact CTI Customer Service at (203) 386-9779 to obtain an RMA Number. The issuance of an RMA Number does not obligate CTI to repair or replace the subject product(s), or to issue credit.

**All CTI Electronics Corporation products contain static sensitive devices.
Use appropriate static precautions when handling and repackaging any product(s) for return.**

[RMA FORM Packing Instructions](#)

Please refer to CTI Document 811684 for details on the [Limited Warranty Policy](#).

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