



8 Victoria Glen Street  
Elmira, ON, N3B 1S1  
Phone: (519)669-4698 Fax: (519)669-2880  
Email: sales@greentronics.com  
Web: www.greentronics.com

## **PRODUCT RETURN, WARRANTY AND LIABILITY POLICY:**

**Greentronics reserves the right to update this policy from time to time at its sole discretion and without prior notice to dealers and customers.**

### **Standard one-year manufacturer's warranty:**

Greentronics makes every effort to ensure that the highest quality materials and workmanship are used in the manufacturing of all its products and warrants to the original purchaser that the product shall be free of defects in material and workmanship. All Greentronics products including RiteHeight systems and yield monitor systems or conveyor weighing systems carry a standard one-year non-transferable manufacturer's warranty starting on the invoice date. Further details regarding what is covered, what is not, what to do in case of defects (within and outside the warranty period) are described below.

### **Technical assistance:**

The warranty includes free technical assistance, **by telephone or email only**, for the duration of the warranty term. Your dealer will provide this assistance. If you purchased your product direct from Greentronics, than Greentronics will provide this help.

### **Extended warranty plan:**

An optional extended non-transferable warranty plan may be purchased for certain products. Details about extended warranty plans are provided separately below.

### **Return of goods policy:**

During the first 30 days from the invoice date, you may apply for an agreement to return the goods for credit. Goods may only be returned with prior written consent from Greentronics. The steps to follow are described under "What to do in case of defects?" below. Greentronics reserves the right to withhold a 25% restocking fee. Returned goods must be in "as new" condition. Further deductions may be applied for goods returned in unsatisfactory condition. Damaged goods will be rejected.

### **What to do in case of defects?**

Sometimes problems are not due to defects, but due to incorrect wiring connections, set-up issues, or wrong installation or operation. Most of those problems can be solved quickly and without any expense by re-reading the installation and operation manual and, failing that, with technical assistance via telephone or email from your dealer or Greentronics. In the event a product proves faulty within the warranty period, complete the simple steps described below to qualify for any repairs, replacement, or credit under warranty. Note that the identical process must be followed if you want to have faulty products repaired outside the warranty period, or if you are returning complete products within 30 days from the invoice date.

1. Within 30 days of discovering the problem, you must request an RMA (Return Merchandise Authorization) number. If you purchased your product through a dealer, you must take this request to the dealer who will complete the steps below for you. If your product was purchased direct from Greentronics, call or email Greentronics with

your request. Provide the following details with each RMA request and keep copies with the items you are planning to return:

- Product name, model, serial number, purchase date and invoice number.
  - A brief written description of the reason for the return.
2. Once Greentronics agrees with the provided details and issues an RMA#, your dealer or you must complete the next few steps:
- Prepare the return shipment by ensuring the items are clean and free of any chemical contamination. This is important! Dirty or contaminated items will not be accepted and returned to the sender at their expense.
  - Package the item(s) in a proper box complete with the details you prepared in Step 1.
  - Clearly write the RMA# on the outside of the package and send it freight pre-paid to Greentronics.
3. Once the parcel arrives at Greentronics, the items will be examined within a reasonable amount of time to categorize the return as:
- A) Merchandise return
  - B) Warranty Repair (also see “What is not covered under this warranty” below)
  - C) Out of Warranty Repair.

For A): The item(s) will be examined for cleanliness, contamination and damage, then diagnosed thoroughly to determine functionality. If necessary, repairs and adjustments will be made to bring the item(s) back to original specifications. Labour and parts costs plus a restocking fee will be applied against any credit. A cheque for the net credit will be issued to you.

For B): The item(s) will be examined for cleanliness and contamination. At its discretion, Greentronics will repair or replace the item(s) with a comparable item at no charge and prepare a return to the customer via prepaid freight. The returned item(s) will carry the remainder of the warranty period. Note, labour as well as return freight charges will be invoiced in cases where items returned under warranty show no fault after diagnostic tests.

For C): After an examination for cleanliness and contamination, the item(s) will go through diagnostic tests to determine the reason for the defect. A repair estimate including estimated return freight costs will be prepared and communicated to you. At that point you must decide and inform Greentronics within five business days whether the item(s) are to be repaired, returned “as is”, or scrapped. Any repairs must be prepaid according to the estimate. Greentronics will not return repaired items until fully paid. All repaired or replaced out of warranty item(s) will carry a 90 day warranty from the date of return to you.



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### **What is not covered by this warranty?**

Damage and defects caused by abuse, by misuse, by faulty installation, by improper operation or maintenance, or by acts of God are not covered under this warranty. Any repairs or modifications made to the product without prior written authorization from Greentronics will void the warranty. Sonar sensors with signs of mechanical damage may not be returned for replacement under warranty. Load cells carry load restrictions which must never be exceeded. These limits are stated in the users manual. Failure of load cells due to overloading, and any costs related to replacement and reinstallation are NOT covered under warranty. Greentronics' systems and products may be installed by Greentronics, re-sellers or dealers, purchasers or parties hired by the purchasers. Only in instances where Greentronics was primarily responsible for, as well as remunerated for installation, and failure of a system during the warranty period is solely related to the installation work, will on-site technical assistance be provided free of charge. Greentronics gives no other warranty, condition, description or representation, express or implied. Any statutory or other warranty, condition or description express or implied as to the stated quality or fitness of the Greentronics product or system is hereby expressly excluded. Greentronics' liability is limited to the repair or replacement of defective components. Greentronics shall not be liable for any injuries, crop and/or equipment damage or failure, losses, costs, inconveniences of any kind howsoever arising.

### **Optional Extended Warranty**

At this time (March, 2011), Greentronics only offers an optional extended warranty program for the current RiteHeight product (model RH300). Customers may choose to add one or two years of warranty coverage to the standard one-year term. There is a cost associated with this option. This cost is updated from time to time. Please contact your dealer or Greentronics for details.