



**KYE Systems America Corporation**

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## **RMA & Warranty Policy**

### **For Colombia**

KYE Systems Corp.  
KYE Systems America Corp.

## **WARRANTY POLICY**

KYE values your business and always attempts to provide you the best services. This warranty policy serves for customer receives RMA Allowance.

### **1. Warranty Period:**

Warranty Period guarantees against defects in workmanship and manufacturing. The warranty is effective from the date of KYE's original invoice, unless stated otherwise in writing. Products eligible for warranty are fully covered for parts and labor fee.

- All shipments cover 15 months warranty period from KYE Invoice date.

- All returned products will be replaced with new products for the same or equivalent models. A Credit Memo will be issued if the product is not replaceable. Credit Memo will be based on last FOB purchase price unless otherwise stated.
- DSC/ DV limited warranty :  
All defective DSC/DV models are eligible for limited warranty. Once the product is determined to be malfunctioning, KYE will issue credit memo for RMA returns, based on below conditions.
  - Returned product is within warranty period (refer item 1).
  - Return original accessories (battery, charger, cables etc.).
  - No physical damaged conditions on returned product (refer below physical damage terms).

In all cases, KYA reserved the right to terminate this DSC/DV limited warranty.

### **2. Dead On Arrival (DOA) Period:**

Items that cannot function in normal operation within 15 days of the original invoice date are eligible for DOA Policy. Under DOA Policy, returned product(s) requires to have original packaging. KYE will bear freight charges and custom duties for DOA returns.

### **3. Out of Warranty:**

1. Item(s) over 15 months from KYE Invoice are considered as Out of Warranty.
2. Physical damage, mishandling, misuse, illegal modifications, no serial number and missing parts will automatically void the warranty.

Customer will be charged fees of labors, parts, shipping, and handling for out of warranty services.

### **Terms of product physical damage:**

The following conditions are considered typical physical damage.

- Broken parts, such as lens, flash light, LCD display, button, cover, panel, SD RAM slot, or exterior housing.
- Major scratches, cracks on product surface.
- Unauthorized open/altered product.
- Missing screws or parts from product.
- Connector damaged.
- Battery room acid.
- Irremovable label on product surface.
- Defects or damage that result from abuse / misuse, such as improper operation, storage, accident, neglect, contact with liquid, water, rain, extreme humidity, heavy perspiration, sand, dirt, or food.

## **RMA POLICY**

1. The **Return Merchandise Authorization (RMA)** policy applies to any KYE product that is returned for replacement within the warranty period. Customer must obtain a RMA number prior sending product to KYE service center. The RMA case will be closed within 15 business days upon receiving goods.
2. RMA Allowance: RMA Free Buffer
  - RMA Free Buffer:

The RMA Free Buffer is a service offered to KYE customers, which allows 1% of goods be given in advance with original shipment, free of charge, in order to cover possible defective products.
  - Customer **will not** replace the defective products that are covered by the buffer with **repaired** products. In order to maintain this buffer program, a new product or a credit memo must be issued to cover any warranty to its own clients.
  - The defective products covered by the buffer can be repaired and sold as refurbished products, but cannot be used as warranty products replacement.
  - When customer requests RMA service for defective products, KYE service center will deduct RMA Allowance units given. If return quantity exceeds the RMA Allowance units, those defective unit(s) will be covered separately.
  - Customer needs to send RMA request to KYE periodically in order to claim defective products that exceeds the 1% buffer already given.

3. In order to obtain an RMA number from the KYE service center, all customers are required to fill out the RMA Request Form and send it back to service center for approval.

KYE service center's business hours is from 9:00 ~ 17:00 EST.

Tel: 1-305-468-9250 Ext. 16

Fax ( 305) 468-9251

Email: [rma@genius-kye.com](mailto:rma@genius-kye.com)

4. It is required to attach RMA form, packing list and the RMA number labeled on each shipping box. Returns must be shipped freight prepaid and insured, all collect shipments will be refused.
5. If the product information or quantity mismatch with listed items on the RMA request form, KYA shall immediately notify customer of such discrepancy. Those unlisted items will be issued a separate RMA number.