



# Sound Control Technologies

## 3 Year Parts & Labor Warranty Terms and Conditions

Updated 3/1/2021

203-854-5701 • [support@soundcontrol.net](mailto:support@soundcontrol.net)

All RMA returns require prior authorization; please call SCT at 203-854-5701 or email Tech Support at [support@soundcontrol.net](mailto:support@soundcontrol.net) for a unique RMA case number. Any returns made without authorization may be refused upon delivery.

### Warranty Period

Effective January 1<sup>st</sup> 2013, Sound Control Technologies, Inc. (SCT) warrants each product manufactured by it to be free from defect in material and workmanship for a period of three (3) years from the date of sale to original purchaser, and agrees to remedy any such defect, or to furnish new parts in exchange for any part of any product of its manufacture which, under normal installation, use and service discloses such defect, provided such part or product is returned by the original purchaser to SCT's factory within three (3) years from the date of sale to original purchaser, with all transportation charges prepaid and provided that SCT's examination discloses that it is thus defective.

This warranty does not extend to any SCT, Inc. product which has been modified, subject to misuse, neglect, accident, incorrect wiring by others, improper installation, or to use in violation of instructions furnished by SCT or to products on which the serial or identifying numbers have been removed, defaced, or changed, nor to accessories used therewith not of SCT's manufacture. Damage or failure to SCT products caused by mis-handling, mis-wiring or mis-application of the product will void all warranty. SCT products, unless specifically defined elsewhere are designed for well ventilated indoor, non-condensing, commercial applications.

Adjustments will not be allowed on returned products or parts thereof which do not meet SCT's inspection standards or on products or parts thereof which were sold more than three (3) years prior to date of receipt on return.

SCT's obligation under this warranty as to any products or parts approved by SCT for remedy or exchange is limited, as to its option, to replacing such products or parts in kind without charge to the original purchaser, or to crediting the original purchaser with the purchase price of the returned defective product.

This warranty is in lieu of all other warranties, expressed or implied and no representative of SCT or any other person is authorized to assume for SCT any other liability in connection with the sale of its products. SCT shall not be liable in any way for lost profits or incidental or consequential damages in connection with the sale or use of any of its products.

### Advance Replacement Policy

In the event of an "out-of-the-box" failure, or in the case of special circumstances, SCT may elect to issue an advance replacement. If an advance replacement is required, please contact SCT tech support at 203-854-5701 to request an advance replacement RMA. Credit for the advance replacement hardware will be issued when the defective product is received, less any applicable repair and/or restock fees.

Please be advised when requesting advance replacements that SCT will run full testing on the units sent back. Repairs that fall outside of standard warranty coverage (such as damage

induced from mis-wired CAT5/CAT6 cables) will be billed back to your company referencing the original purchase order for your project based on serial number history.

### **Warranty Repair**

Products returned for warranty service shall carry the unexpired portion of the warranty. A valid serial number will be required when returning an item for warranty repair. You must contact SCT for an RMA prior to sending in equipment for review/repair.

### **Non-Warranty Repair**

For return of goods not under warranty or on billable repair basis, obtain prior authorization from SCT or include a valid purchase order. A typical fee of \$150 will apply to most SCT products. Please note that the fee shall apply to all products returned for repair in which no defect is found.

### **Shipping Charges**

Dealer is responsible for inbound shipping charges for all types of RMA's; In the case of advance replacements, SCT is not responsible for return shipping for faulty units. Repaired products will be return shipped via the same delivery priority as received unless specified and approved otherwise.

### **Procedure for Return of Merchandise**

Preparation of Units:

1. For warranty consideration, make sure serial number is legible and included with papers.
2. If the return is from outside the U.S.A., the following statement should appear on your shipping documents:

“This merchandise was manufactured in the United States of America and was shipped to us originally by Sound Control Technologies, Inc., Norwalk, CT, USA and is being returned as defective. No work has been done to enhance its value.”

3. Please prepay transportation charges and insurance to SCT. SCT in turn will prepay shipping charges and insurance on the return shipment. Returns on which transportation has not been prepaid will not be accepted by SCT. Send to:

#### **Sound Control Technologies**

**Attn: RMA#** (your unique authorization # here)  
1485 Richardson Drive  
Suite 120  
Richardson, TX 75080

Processing:

All returned units or parts are inspected upon receipt. Items that are determined to be within warranty will be repaired or replaced without charge. If they are Out-of-Warranty you will be advised of the estimate repair or replacement charges before any further processing take place. In the event that you do not wish to pay the repair or replacement costs, the units or parts will be scrapped at our facility or returned at your expense.