

Hamilton RMA and Warranty Policy Revised November 18th, 2020

- **Hamilton will repair or replace at our discretion any Hamilton product that fails due to materials or workmanship within 14 months from the shipping date. Hamilton's Warranty Policy covers product only, no labor expenses incurred in the field will be covered under warranty.**
 - *Cash Recycling Products (R7, RS7, TCR7) are warranted for 7 months from shipping date.**
- **RMAs are issued to ensure the proper handling of a return. The final disposition regarding warranty claims or credit requests are not guaranteed until the proper Hamilton personnel authorizes such.**

1 RETURN FOR CREDIT

Equipment and parts returned for credit/warranty for any reason MUST receive an RMA (Return Merchandise Authorization) from Hamilton. Any equipment returned to Hamilton without an RMA will be returned to the sender. Please submit your RMA request via the online RMA form www.hamiltonsecuritysolutions.com. The issuance of the RMA is for ensuring the proper handling of the return. The final disposition as to the credit return will be decided once the appropriate Hamilton Security Department has inspected the item. All standard equipment and parts returned for *CREDIT* are subject to a 25% restocking fee. Equipment returned for credit must include all parts, packing materials, documents, etc. in the original UNMARKED box in new unused condition. Custom equipment and tubing CANNOT be returned for credit. Products over 120 days from ship date CANNOT be returned for credit. **You must speak with your Channel Partner Manager prior to returning something substantial.** If it is not approved for return we will ship it back to you at your expense.

Information Required for an RMA Request:

1. **Original Purchase Order Number and/or Corresponding Hamilton Sales Order Number**
2. **Part Number, Serial Number (where applicable)**
3. **Reason for the return with detailed description of the issue**
4. **Contact Information**

2 ADVANCED REPLACEMENT/BAD OUT OF BOX EXCHANGES (WITHIN 90 DAYS OF SHIPPING)

If an item is found to be "bad out of the box" within 90 days of shipping, please contact your Channel Partner Manager for a replacement immediately referencing the sales order number or purchase order number or submit an RMA request through the Hamilton Website. The replacement will be sent in advance of returning the defective item. Hamilton will issue an RMA for returning the defective item as well as provide a pre-paid shipping label or call tag to return the defective item. All replacement parts and equipment will be sent via UPS ground or like service at Hamilton's expense. Credit will be issued (subject to verification) upon the return and verification of the defective item. After 90 days past the shipping date the item will be treated as a standard warranty item.

- **Please note Hamilton's Warranty covers Manufacturer's Defects Only. No labor incurred in the field.**
- **Items returned as bad out of box that are inspected and found to be good "no problem found" will be returned to the Channel Partner after they have been notified and the advanced replacement order will be a valid invoice.**

3 FREIGHT DAMAGE

RMA's are not issued for freight damage or damage in shipping. All freight is EX-WORKS Hamilton. Freight damage claims are the Channel Partner's responsibility. A freight claim must be done by the receiving Company if visible damage to the package exists and it must be noted on the BOL.

4 REVISIONS AND CANCELLATIONS

NO cancellations can be made to custom manufactured equipment orders once the order has been released to production (i.e. manufacturing process has begun). Any revisions to custom orders after approval will be re-priced but may not be cancelled.

5 WARRANTY REPAIRS (BETWEEN 90 DAYS AND 14 MONTHS OF SHIPPING)

Warranty repairs will require an online RMA form filled out. See Hamilton website.

Information Required to Receive an RMA:

1. **Original Purchase Order Number or Corresponding Hamilton Sales Order Number**
2. **Part Number, Serial Number (where applicable)**
3. **Reason for the return with detailed failure description**
4. **Contact Information**

Hamilton will repair or replace at our discretion any Hamilton product that has failed within 14 months of the shipping date. You may not return an item which needs repaired for credit – only repair. The Channel Partner is responsible for the return freight charges and Hamilton will pay to return the repaired item back to the Channel Partner. The final disposition as to the warranty claim will be decided once Hamilton has inspected the item.

Parts frequently required on an Emergency basis **should be purchased by the Channel Partner and kept in inventory**. Channel Partners should stock small parts and replacement equipment as needed.

- **Please note Hamilton's Warranty covers Manufacturer's Defects Only and does not include labor incurred in the field.**

6 LARGE ITEMS OR SPECIAL CASE (SAFES, DEAL DRAWERS, ETC.)

Channel Partners must talk with Hamilton Tech-Support or their Channel Partner Manager prior to returning large items.

7 CHARGEABLE REPAIRS

As of September 2016, Chargeable Repairs will not be issued an RMA number. Chargeable repairs will be sent in using the Hamilton Repair Form on Page 3 and is posted on the Hamilton Website. Please fill out this form in detail and attach to each item being returned for repair. You must have a ticket number assigned for each item for tracking purposes.

- **Please note that not all items are repairable, please check with your Channel Partner Manager prior to sending in a repair item.**

Hamilton Repair Request Form

One form is required for each item

FROM:

RETURN TO:

Mark for: _____

Ticket Number: _____ * each items will need a unique ticket number for tracking purposes

P.O. Number: _____ * all chargeable repairs need a purchase order number to invoice against

Repair and Return: • Rejected quotes will be charged a \$60.00 evaluation fee.

Provide Quote: If Quote is rejected: Return the Item: Scrap the item:

Contact Name: _____ Email Address: _____

Phone Number: _____

Part #: _____ Serial #: _____

Part Description: _____

Failure Description: _____

Notes: _____

Ship to:

Hamilton Repair Department
3997 Bach Buxton Road
Amelia, Ohio 45102

Receive notes:

Given to: _____
On ___/___/___

Receive Date: ___/___/___

HSRRF 9-2016