

# Harvest Electronics

## *Warranty Terms*

All Harvest equipment is covered by a return to base warranty. The faulty equipment will be repaired or replaced.

The main base controller ITU (Industrial Telemetry Unit) is covered by a five year warranty. All other equipment is covered by a twelve month warranty. The warranty does not cover damage that is not due to normal use (eg. mechanical or electrical damage including lightning).

Customers need to obtain an RMA number (Return Merchandise Authorisation) from our technical support staff before returning items. The RMA number must be clearly displayed on the outside of the package as part of the Harvest Address.

eg. Harvest Electronics, 10 Pragnell St, Masterton, RMA 12345

The customer pays the freight to Harvest and Harvest covers the return freight costs. If replacement equipment is needed urgently Harvest may at their discretion send out the replacement parts before the faulty item is returned. In this case an invoice will be issued for the parts and credited in full if the items are returned within 14 days.

Harvest equipment is designed to be replaced on site with limited tools or technical skill under the guidance of the Harvest Technical Support Staff. If the customer does not wish to do the repairs themselves they will be given the contact details for the nearest Harvest Service Agent. The customer can then contract the Service Agent to carry out the repair.