

# WARRANTY AND RETURNS POLICY

Critical Environment Technologies Canada Inc.



## WARRANTY POLICY

- Critical Environment Technologies (CET) warrants the products we manufacture to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase from our facility.
- Should a sensor be faulty there is a one (1) year prorated warranty that would apply from the date of purchase from our facility.
- Warranty status may be affected if the instrument has not been used and maintained as per the instructions in the manual or has been abused, damaged or modified in any way.
- No service or credit will be issued without an RMA Number.

## EXCEPTIONS & CONDITIONS

- Battery packs, batteries, pumps, and filters are excluded from our warranty policy.
- CET is not liable for auxiliary interfaced equipment or consequential damage.
- At our discretion, any products that CET evaluates to be in an unacceptable condition will not be approved for credit or replacement.
- If products need to be repaired or calibrated outside of the warranty period, fees will apply. Please refer to our Repair Estimates Policy for more details.

## RETURNS POLICY

- CET accepts returns for products up to 6 months from the sales invoice date as long as the return is accompanied by an authorized RMA Request.
- All non-warranty and non-service returns are subject to a minimum 25% restocking fee.

## EXCEPTIONS & CONDITIONS

- Sensors are consumable items and once they leave our factory, we cannot reuse or resell them. As such all sensor sales are final.
- All CXT and ART models and their replacement parts are non-cancelable and non-returnable (NCNR)
- At our discretion, any products that CET evaluates to be in an unacceptable condition will not be approved for credit.

## RETURN MATERIALS AUTHORIZATION

- Before returning product(s) to our facility, all returned goods must be pre-authorized by obtaining an RMA Number from CET.
- Product(s) must be returned within 30 days of Date Requested on the RMA Request Form.
- Complete all the information requested on the Return Material Authorization (RMA) Request Form.