



Critical Environment Technologies Canada Inc.
Unit 145, 7391 Vantage Way, Delta, BC, V4G 1M3, Canada
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www.critical-environment.com

RETURN MATERIAL AUTHORIZATION INSTRUCTIONS

RMA # _____

***** Your RMA# must be written clearly on the outside of the box *****

Shipments within Canada must be shipped to us prepaid via your courier of choice.

Shipments from outside Canada must be shipped Customs Cleared to our door via prepaid courier and have the appropriate shipping documents accurately filled out. Waybills must be marked **“Canadian Goods Returned”** for duty and tax purposes. **“Value for Customs” must be \$10.00 USD for duty and tax purposes only.** Please be aware this value will NOT affect any value you wish for insurance purposes.

All incurred shipping charges, duties, and taxes are your responsibility.

Critical Environment Technologies retains the right to refuse shipments arriving at our warehouse with collect charges of any kind.

It is the responsibility of you, the customer to ship the product(s) back to our factory prepaid, at your expense. If Critical Environment Technologies deems the warranty applies to the returned goods, the replacement or serviced product(s) will be shipped back to you prepaid and no charge at the lowest possible rate.

Product(s) returned for service and/or for which warranty does not apply, will be returned to the customer prepaid and charge at the lowest possible rate unless otherwise requested, or we are provided with your courier account number.

Note: It is not necessary to return manuals or accessories.

Please include any relevant technical information, detailed descriptions, computer printouts, or graphs to assist our technicians.

Ship To: **Critical Environment Technologies Canada Inc.**
 Unit #145, 7391 Vantage Way
 Delta, BC, Canada V4G 1M3
 Attention: RMA # _____

All questions regarding shipping procedures or for further clarification, please contact Shirley Britton at any of the above numbers, or email shirley@cetci.com.

Please Note: All non-warranty and non-service returns are subject to a minimum 25% restocking fee. Products we shipped 6 months prior to the RMA Request WILL NOT be accepted for returned to stock for credit.

Warranty

Critical Environment Technologies Canada Inc. warrants the products we manufacture (excluding sensors, battery packs, batteries, pumps and filters) to be free from defects in materials and workmanship for a period of **two years from the date of purchase from our facility**. The sensors have a warranty period of **one year on a pro-rated basis from the date of purchase from our facility**. If the product should become defective within this warranty period, we will repair or replace it at our discretion. The warranty covers parts, labor and lowest freight cost for return shipment to customer only. The warranty does not cover freight for shipping product(s) back to our factory, duty/customs taxes or any other costs that may be associated with achieving warranty repair. The warranty status may be affected if the equipment has not been maintained and calibrated according to the instructions indicated on our manuals or if it has been abused, damaged, modified or otherwise tampered with. The equipment is only to be used for the purposes stated herein and in our manuals.