Improper (contrary to the stated purpose and scope of use described in the product documentation) use of the items, for example, unsealing the radios; External mechanical force; Water or moisture inside the items; Lightning strike, overvoltage, electric power or an electromagnetic field. SAF does not bear the responsibility for defects caused by unauthorized repairs. So, warranty repair is not applicable in such a case.

Dead on Arrival (DOA)

In case the items are delivered faulty, or any of them break down within a 30 days of the delivery date, they are considered Dead on Arrival (DOA), except if the defect is caused by the above 4 exceptions. The customer is entitled to a replacement of the DOA item free of charge within 20 business days of the notification date.

In a case when replacement is performed in advance Customer shall return damaged Product to Supplier within 30 (thirty) days from the moment of filling RMA (Return Materials Authorization) form.

In the case the procedure of Replacement in Advance is performed, and during inspection SAF finds that the fault is not covered by warranty terms, Customer shall cover the costs for the repair plus 20% for the refurbishment of the unit.

Warranty Claim Processing

If Customer experience a SAF equipment failure, the character and cause of the damage should be established as precisely as possible. SAF’s Tech-support team should be contacted for assistance (contact information of the tech-support team can be found in the product documentation and on www.saftehnika.com ). SAF Tech-support team is available on weekdays (Monday to Friday) from 9:00 a.m. till 6:00 p.m. (GMT +2, Eastern European Time Zone). In case tech-support won’t be able to help Customer solve the issue at hand, Customer should fill in an RMA (Return Materials Authorization) form, available on: https://www.saftehnika.com/en/rmaform

RMA Shipping and terms

Customer has to send the faulty items to the address provided in the e-mail along with the RMA number.

For customers located in the USA the shipment should be consigned to:
SAF North America LLC
3250 Quentin Street, Unit 128,
Aurora CO 80011, USA
Att: Mrs Nicole Jaderborg,
+1 (720) 276-4821

For customers located in other countries the shipment should be consigned to:
SAF Tehnika
RMA dep.
24a Ganibu Dambis
Riga LV-1005
Latvia

For customers located outside the European Union:
RS Nacario
SAF North America LLC
3250 Quentin Street, Unit 128
Aurora, CO 80011
US
Ph. +371 67046822
info@saftehnika.com

Invoicing and payment

Consignment from outside the European Union to Latvia should enclose an Invoice for customs purposes.

The invoice should contain:
- RMA number
- Product number
- Serial number
- Value
- Delivery terms
- And following text: "Not for payment for customs purposes only"

Shipping is on Customer’s expense. SAF will then either replace the damaged item with a new one or repair it within 20 business days from the reception date. In case the product needs more time for repairs, SAF will notify Customer prior to repair process.

If the faulty item is under warranty, SAF will cover shipping and insurance costs for the return shipment. After repairs the unit keeps its initial warranty term or 6 month after-repair warranty, whichever is longer. Customer covers all the transportation and insurance costs in case warranty terms are not applicable.

Returning Goods to SAF, Customer shall use the original packaging or a packaging which provides equivalent level of protection against damages during the transportation. Please note - SAF Tehnika will not be responsible for any product damage caused by improper packaging.

RMA number should be presented on the package!

Costs for repair, transportation and insurance shall be paid in advance. Repaired Goods will be shipped back only after receiving sums due under respective invoices. The same rules stands for the units shipped for repairs directly from the End-users, and Customer shall inform them about these conditions.

Post-Warranty Repairs

SAF provides post-warranty repairs within 10 years of the delivery of Customer’s purchased SAF products.

If the service is not paid

In case payment for the repair won’t be received in time or if the goods remain in SAF’s warehouse for more than three months after the notification about completed repairs, it shall be assumed that the Customer has waived its ownership of the items in question and they’ll be used by SAF for resale or disassembly.

Please do not hesitate to contact us for any assistance.

RMA department
SAF Tehnika A/S
24a Ganibu Dambis,
Riga LV-1005, Latvia
Ph. +371 67046822
RMA@saftehnika.com
www.saftehnika.com
SAF North America LLC
3250 Quentin Street, Unit 128
Aurora, CO 80011
info@saftehnika.com

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