

RETURN GOODS POLICY

V1.1, Revised 06.03.2020.



BLACK NOVA RETURN GOOD POLICY

TECHNICAL RETURNS

Black Nova will, at its option, repair or replace any Product that is defective in materials or manufacture within two years after purchase. This service only applies to returns of defective articles for the keypad lines. Black Nova will charge for repairs to products not under guarantee.

*All material may be returned to Black Nova **only with prior written RMA authorization number**. Our Customer Service, after receiving the RMA form informs you via e-mail about the RMA number (Return Merchandise Authorization) and only after, delivery can be arranged. Please provide the RMA number for all inquiries regarding the return when contacting our Customer Service.*

RETURNING PROCEDURE AND RESTRICTIONS

- 1. Goods returned are only for those products previously authorized and written on the RMA form. Shipments arriving freight collect or without a valid RMA number are subject to refusal. Any unauthorized returned products are subject to return.*
- 2. Products must still be within Black Nova standard Warranty Service policy. Out of date products are subject to return.*
- 3. Use the original packaging for the return or other suitable packaging material.*
- 4. RMA Authorization number must be referenced on all boxes, outside cartons and packing list. Black Nova is not responsible for losses or damages to returned products without RMA authorization code.*
- 5. Black Nova reserves the right in its sole and absolute discretion to charge a 20% restocking fee plus shipping costs on any products returned with an RMA.*
- 6. Return charges following repair of items under warranty are paid by Black Nova, shipping by standard ground carrier only. All other freight and duties on returned goods and for goods not covered by Black Nova warranty are the responsibility of the customer. All returned goods shall be shipped to the address and location enclosed with the RMA authorization and only at the main Distributor main location.*

WARRANTY CLAIM

To make a warranty claim, notify Black Nova within the warranty periods by calling the Black Nova Technical Support Center at +852 288 40 222.

Black Nova, in its sole discretion, will determine what action, if any, is required under this warranty. No Products may be returned for credit, exchange, or service without prior authorization from Black Nova Technical Service and without a valid RMA authorization code.

To better enable Black Nova to address a warranty claim, please have the Product's serial and model numbers as well as its current firmware version, when applicable. Black Nova, in its sole discretion might coordinate a warranty service call between Customer and a Black Nova representative.

CONTACT INFORMATION & SERVICE

W: www.blacknova.co
@: support@blacknova.co

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|----|----------------|-----------------------|-------------------|
| T: | Europe Hotline | (10:00 – 16:00 UTC+2) | +90 232 44 90 882 |
| T: | Asia Hotline | (10:00 – 16:00 UTC+8) | +852 288 40 222. |

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