

1.1. Introduction

This document concerns authorized TC service partners, only, and may not be shared with third parties without prior written approval from TC Electronic.

The policy described herein, refers to the “Warranty” concepts, described in more detail in the “TC Product Warranty” document.

1.2. General guidelines

These product service guidelines apply to all products each service partner is authorized to service on behalf of TC Electronic:

1. The product shall be repaired, if possible;
2. The product shall be exchanged only if it's not repairable.

Exchanges are not allowed, when repairs are possible – except for cases which fall under the exceptions listed in 1.3.

1.3. Exceptions

A product shall not be repaired, but can be exchanged, if:

1. The product is under warranty and DOA (refer to 1.4);
2. The product is outside warranty, and the total repair cost exceeds 75% of the sales price of a new product;
3. An exchange product was ordered from TC Electronic, before these rules were revised (as per the date in 1.6 below).

In all other cases, or in cases where local conditions would seem to apply, please get in touch with your TC Electronic contact person to arrange for special dispensation.

1.4. DOA

A product is deemed to be DOA – Dead On Arrival – if it exhibits a fault, within the first 7 days after purchase from a reseller.

DOA products shall be exchanged, rather than repaired, and may be returned to TC Electronic only via an RMA, and with the original invoice from the reseller, attached.

A product which exhibits a fault beyond the first 7 days after purchase from a reseller, does not qualify as DOA, and shall be handled as a warranty matter.

1.5. Exchanges

In warranty matters the exchange product shall be (in prioritized order):

1. A pre-owned or refurbished product in similar condition;
2. A new product.

When a product is exchanged during the warranty period, the defective product must be either returned to TC Electronic for credit, or repaired by the local Service Centre as per approved repair levels.

1.6. Unauthorized returns

If a product under warranty is returned to TC Electronic for crediting – and the service matter does not fall under the exceptions listed above - the credit will only be issued if the product is found to be not repairable (as per the 75% rule listed above).

Otherwise, the product shall be repaired, returned and invoiced to the service partner.

1.7. Updates

This document may be updated and further information added, in the future.

Last update: January 14th 2009, by Henrik Midtgaard – henrikm@tcelectronic.com