

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.

1.2. Policy

All products returned TC Electronic for credit will be visually inspected, graded according to their condition, and credited according to their grading.

Under these terms, TC Electronic has all right to assess and grade returns without prejudice or negotiation. By returning product to TC Electronic, the service partner acknowledges his acceptance of these terms.

1.3. Grading definitions

1.3.1. Grade A

New product; unopened or returned 'as new'. As part of the sales stock balancing program, we accept that the product box may be damaged, the minor accessories missing etc. The limit is at the sealed product bag: the product plastic bag must still be factory sealed; otherwise the product will be graded as "B".

1.3.2. Grade B

Used or open product with very minor defects that can be refurbished; the specific defects will be stated on the RMA credit note.

1.3.3. Grade C

Product with more serious problems which cannot be refurbished or resold as new (e.g. cabinet scratched etc) and hence can only be sold as used; the specific defects will be stated on the RMA credit note.

1.3.4. Grade D

Product that can not be refurbished, but must be scrapped immediately; the specific defects will be stated on the RMA credit note.

1.4. Grading credit

Once the product has been graded, the following credit percentage will be granted on the RMA credit note:

Grade A: 100% credit;
Grade B: 90% credit;
Grade C: 50% credit;
Grade D: 0% credit.

1.5. Updates

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

Last update: January 13th 2009, by Henrik Midtgaard – henrikm@tcelectronic.com