

Bentek Systems Ltd. Product Return Policy

[Bentek Systems Ltd. & Manufacturer Policies](#) | [General Return Guidelines](#) | [RMA Shipping Instructions](#) | [New/Unused Returns](#) | [DOA/Defective Returns](#) | [Open Box Returns](#) | [Software License & Other Returns](#)

Bentek Systems Ltd & Manufacturer Policies

Bentek will facilitate all product returns that fall within Bentek's and the vendors' policies.

Bentek's Return Policies:

- We will accept new/unused returns for current product up to 30 days from the receipt of goods
- Our standard DOA/Defective Return window is 30 days from the receipt of goods
- Bentek will only facilitate the return of open box items, for those vendors with an open box policy
- Authorized RMA's are valid for 15 days only
- All special order, discontinued and/or configured products are not returnable
- Credit will be issued at current market value at time of receipt of goods

[\[Return to Top\]](#)

General Return Guidelines

All product returns require pre-authorization and a RMA number to be received and processed by Bentek.

Ways you can obtain your RMA number:

- Complete the RMA form by going to [Return Material Authorization Form](#) and return the filled out form to <mailto:support@scadalink.com>
- Call us at 403-243-5135 (Weekdays between 8AM and 5PM MST)
- Fax your RMA request to 403-243-5165

When Requesting a RMA:

The following information will be required to obtain a return authorization:

- Company Name
- Phone #
- Contact Name #
- Product/Model#
- Serial #
- Courier/Acc.#
- PO#
- Type of Return
- Specific details of the Problem

What happens when a return doesn't qualify:

- Bentek reserves the right to return products to you that do not comply with the original RMA details
- For refused shipments and unauthorized returns outside of Bentek's policies, we will deduct a fee from the credit value
- We reserves the right to debit a fee your account for any unauthorized use of Bentek's freight accounts

[\[Return to Top\]](#)

RMA Shipping Instructions

It is your responsibility to arrange for delivery and prepay the freight unless Bentek has authorized the use of Bentek's freight account.

What to Include:

- Use original manufacturer's boxes and packaging
- All returns must be complete including accessories, cables, manuals, software
- All returns must have an RMA number printed on the shipping label
- Please do not write on the box
- Return product promptly - Return Authorizations are valid for 15 days **only**
- Returns must be shipped freight prepaid
- Returns not meeting the above conditions will be refused and returned to the customer
- Return product to Bentek Systems Ltd.

Bentek Systems Ltd
315-3750 46 Avenue SE
Calgary, AB T2B 0L1, Canada
(403) 243-5135

[\[Return to Top\]](#)

New/Unused Returns

Purchases from Bentek are eligible for new/unused returns for up to 30 days from receipt of goods

To qualify, please review the following:

- Product must be in new, unopened, re-saleable boxes (no defacing or damage)
- Must have all original packaging materials manuals and registration cards included
- Discontinued products do not qualify
- Special order and/or configured products do not qualify
- Must be returned freight prepaid
- Your account with Bentek must be current
- Credit will be issued at current pricing at time of receipt of goods for use against future purchases
- Authorized RMA numbers are only valid for 15 days
- Restocking charge is no less than 20% of original purchase price or a minimum of \$50.

[\[Return to Top\]](#)

DOA / Defective Returns

For most vendors, the standard DOA/Defective return window is 30 days from receipt of goods, however many vendors have exceptions either by specific product type or for their entire product line. Manufacturer policies are subject to change without notice.

Bentek will make every reasonable effort to exchange DOA and defective products. All original packaging, components, accessories, software and manuals must be included with returned DOA and defective products. DOA and defective products returned incomplete may be assessed a charge for the missing items or returned to you at your expense.

All parts returned as DOA or defective will be tested; other products returned as DOA or defective may be tested. Products found not to be DOA or defective will be subject to return to the customer at the customer's expense.

[\[Return to Top\]](#)

Open Box Returns

Bentek will only facilitate returns for those vendors that have an open box policy. Goods must be returned in the original box.

[\[Return to Top\]](#)

License & Other Returns

Call Bentek for all software license returns to determine if you should contact the manufacturer directly to process the return.

For all other returns, please ensure you've validated the manufacturer terms & conditions prior to your request.

[\[Return to Top\]](#)