

Bentek Systems Ltd

Product Return Policy

Dec 08, 2015

Revision 1.1

Contents

1	Bentek Systems Ltd & Manufacturer Policies.....	3
2	General Return Guidelines.....	3
2.1	Ways you can obtain your RMA number	3
2.2	When Requesting an RMA	3
2.3	What happens when a return doesn't qualify	4
3	RMA Shipping Instructions.....	4
3.1	What to include.....	4
4	New / Unused Returns.....	5
5	DOA / Defective Returns.....	5
6	Open Box Returns	5
7	License & Other Returns.....	5

1 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 as credit on account
- 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 eligible for return
- Credit will be issued at invoices value subject to 25% restocking fee if applicable

2 General Return Guidelines

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

2.1 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: support@scadalink.com
- Call us at 403-243-5135 (Weekdays between 8AM and 5PM MST)
- Fax your RMA request to 403-243-5165

2.2 When Requesting an 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
- Invoice

2.3 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 reserve the right to debit a fee from your account for any unauthorized use of Bentek's freight accounts

3 RMA Shipping Instructions

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

3.1 What to include

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

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

4 New / Unused Returns

Purchases from Bentek are eligible for new/unused returns for credit 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 are not eligible
- Special order and/or configured products are not eligible
- Must be returned freight, duties, and taxes prepaid
- Your account with Bentek must be current
- Credit will be issued at invoices value of goods for use against future purchases
- Authorized RMA numbers are only valid for 15 days
- Restocking charge is no less than 25% of original purchase price or a minimum of \$50.

5 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 may be tested. Products found not to be DOA or defective will be subject to return to the customer at the customer's expense with an inspection fee charged.

6 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.

7 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.