

RETURN MATERIAL AUTHORISATION (RMA) POLICY MARCH 2025

Alaris Antennas (Pty) Ltd warrants their product against defective workmanship or materials for a period of one year from the date of shipment from the factory. The warranty is null and void if the product has been opened or tampered with by the client without our consent as well as if the product is not maintained as per Alaris Antennas' recommendation.

An RMA number must be obtained from Alaris Antennas (Pty) Ltd prior to returning the product for a warranty or non-warranty service. This number must be obtained from the Quality Assurance Manager within Alaris Antennas (Pty) Ltd. The product must be returned to Alaris Antennas (Pty) Ltd in packaging providing equivalent protection to the product as the original packaging, with all transportation charges prepaid and original invoice included.

The value of the product on the commercial invoice being returned on the RMA is to be discussed with Alaris Shipping Manager to ensure the correct dutiable value is indicated for commercial invoice purposes. As this is a temporary import for repairs, the value to be indicated on the Commercial invoice should not exceed 5% of the original sales value. The client can show on the commercial invoice the insurance value separately of the item.

The commercial invoice on which returns are to be shipped need to be approved by Shipping Manager prior to the products being shipped.

Please note, the allocation of an RMA number does not constitute an acknowledgement of responsibility or liability, by Alaris Antennas (Pty) Ltd, relating to a product failure in operation.

If the product is subject to Arms Control (Dual Use or Munitions List) Arms Control processes apply. Please request an Arms Control Information Document from the relevant Accounts Manager within Alaris Antennas (Pty) Ltd BEFORE returning the product to Alaris Antennas (Pty) Ltd.

If the product is found to be defective under the terms of the warranty, Alaris Antennas (Pty) Ltd will repair, replace and return the product at no charge to the client. Duties and taxes on the shipping of the product will however not be covered. Should the product require replacement, the replacement time for a product not currently in stock will be dependent upon the production schedule.

If a product is found to be defective, but no longer under the terms of the warranty, Alaris Antennas (Pty) Ltd will inform the client when a repair is required. It is the client's prerogative to request a quotation for the repair of the product. This does not place the client under any obligation to commit to the repair. All duties and taxes on the shipping of the product will be for the client's account.



When the product has already been shipped to Alaris Antennas (Pty) Ltd for a repair, and the product is to be scrapped, the client has the option to have the product returned to them or to have the product scrapped by Alaris Antennas (Pty) Ltd. This is applicable to commercial products only. In the case of Dual Use or MIL classified products, the antennas must be returned to the client as per Arms Control regulations.

In case of return shipment, the cost will be for the client's account. If the client decides not to repair the product, while this product is in the possession of Alaris Antennas (Pty) Ltd, the decision to scrap the Commercial product must be communicated to Alaris Antennas (Pty) Ltd in writing. Please note that Alaris Antennas (Pty) Ltd will scrap products on behalf of the client when requested to do so, but this will have an associated cost, which will be for the client's account.

If the product is found to still to meet Alaris Antennas (Pty) Ltd electrical and mechanical specifications, the client is responsible for the return freight. The product will be returned via freight collect and the client will be duly informed.

IN AND OUT WARRANTY REPAIR WARRANTY EXTENSION

For an in-warranty repair, there is 6 month warranty on the repaired part only, from the date the antenna is shipped back to the customer.

For an out of warranty repair, there is a 6-month warranty on the repaired part only, from the date the antenna is shipped back to the customer.

If an in-warranty antenna cannot be fixed and is replaced by a new antenna, the new antenna carries a one year warranty from the date the antenna is shipped back to the customer.

If an out of warranty antenna cannot be fixed, the client needs to buy a replacement which will have a one-year warranty from the date the antenna is shipped to the customer.

A warranty cannot be extended after it has been purchased – this has to be done at the time of purchase.

NON-REPAIRABLE OUT- OF- WARRANTY PRODUCTS

If an Out- of- warranty product cannot be fixed, it will either be shipped back to client if Dual Use or MIL classified to comply with Arms Control regulations, or if Commercially classified will be shipped back or scrapped, both of which will be at the cost of the client.