



Returns Policy Guidelines

The following Policy applies to all locations **except** Shrewsbury, MA.

In the event a return is necessary, it is our commitment to make the process as simplified and effective as possible. Following the policies and procedures outlined below will allow your return to be handled in a quick efficient manner. **Please contact your Cranel Salesperson for guidance.**

All RMA's must be **pre-approved** and have a valid approval number or they will be refused.

- Product that has been authorized for return, to Cranel, Inc. is the **responsibility** of the purchaser. We strongly advise insuring the product you return, with the carrier you use.
- Returned goods must be shipped, to Cranel, **freight prepaid**. Returns not shipped prepaid or sent C. O. D. will be refused.
- To receive credit returned goods must include all accessories, manuals, and packing materials. If the original packaging has been damaged, please provide additional packaging to insure the products safe return. **Do not write on** any original packaging.
- RMA's are **valid** for 30 days from the date of issuance. Product returned after the 30 day allowable time frame will be subject to a **15% restocking fee**.
- **The ship to address for returned goods is:
8999 Gemini Parkway, Columbus, Ohio 43240**

If your return request falls within the guidelines listed below, please contact your Cranel sales person.

- Returns within 30 days from the date of invoice:

If the product is a stock item and returned "as new" in its' original, unaltered packaging with all accessories present, full credit will be given. Non stock product **ordered in error**, by the customer, must have vendor return approval before return privileges will be granted by Cranel.

Cranel reserves the right to **withhold partial or full credit** when the product can not be returned to inventory as new.

- Returns beyond 30 days from the date of invoice:

We will make every effort to accommodate a return request that falls into this category, however, Cranel reserves the right to approve the request subject to manufacturer policies, warranty guidelines, current product status, and inventory positions. If approved, a restocking fee will apply.

- Warranties on all products sold by Cranel are void if the product is tampered with or modified in any fashion.

Cranel does not issue cash refunds for returned products. If credit is approved it may be used for future purchases only.

If merchandise returned to Cranel, Inc. is not "like new" or in a re-sellable condition, Cranel reserves the right to withhold credit. The customer is responsible for full payment of the original invoice and the replacement, if applicable.

Dead On Arrival (DOA) Policy

This policy extends for a period of **30 days from the date of your invoice**. We **strongly** urge you to test your purchase as soon as it is received. If your purchase is for a **future resale/install** and you do not test it, we may not be able to take it back in the event it is DOA. You must have your product **qualified** as DOA before return authorization will be granted. This can be done by calling our Customer Service Support Center (**CSSC**) at 800-224-3475. The CSSC has the authority to initiate the RMA if qualified. Your return will be bench tested upon receipt. If the product, you returned, is deemed **not to be DOA** there will be a minimum \$110.00 testing and diagnosis charge. If we can not restock the item as new, credit will not be issued and the product will be returned to you.

Please note: The above Cranel returns policy is meant as a general guideline and will cover the majority of your RMA return requests. However, some vendors require Cranel to conform to a specific set of guidelines to take care of the customer or to receive vendor credit. In those cases the Vendor returns policy will supercede Cranel's.