



INTERNATIONAL SECURITY AND TRADING CORP.

Return and Warranty Policy

Introduction

This Return and Warranty Policy applies to International Security and Trading Corp equipment purchased directly from International Security and Trading Corp. ("ISTC").

ISTC Corp. is a distributor, not a manufacturer, of the products to be supplied. ISTC Corp. does not independently warrant the products it sells, but rather, assigns to the Buyer the exclusive warranties provided by the manufacturers. Any defective products will be repaired or replaced in accordance with the manufacturer's warranty.

If you have any questions about this policy, contact our RMA Department.

Returns

Our return policy states that all sales are final. Before you can return any product to ISTC, you must obtain a return material authorization (RMA). This applies to warranty repair/replacements, nonwarranty repairs and advance replacements. To obtain an RMA, contact the RMA Department (see RMA Department Contact).

The RMA Department will send a Return Merchandise Authorization (RMA) Form, upon reception, the RMA Department will provide you with an RMA number and return instruction.

Once you have the RMA, repackage the product appropriately and write the RMA number outside of the package and as a Reference on the courier's Air Way Bill. Then send the product to the location given by the RMA Department.

All products must be returned freight prepaid within 30 days of obtaining an RMA. We reserve the right to cancel the RMA

after 30 days. If you fail to return the product within the 30 days, please contact the RMA Department to get a New RMA.

We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material.

Credit will be issued and restocking fee charged upon receipt of the returned goods and their acceptance by each manufacturer.

RMA Department

E-mail: rma@istccorp.com

P: 305-594-4141 (221)

F: 305-594-4169

Warranty repair/replacements

Subject to the terms of the limited warranty in effect at the time of purchase, the manufacturer will repair or replace a product that fails to meet the terms provided, within the product's warranty period. Each manufacturer reserves the right to replace any product under warranty with new, refurbished or remanufactured product. The actual warranty period starts from the date of original purchase from ISTC.

ISTC covers freight to/from ISTC to manufacturer, and will return equipment via the same incoming ship method, the customer is responsible for the inbound & outbound freight charges to/from ISTC to client.

Nonwarranty Repairs

Extended warranty for Nonwarranty repairs vary depending on the manufacturer. For all non warranty repairs, ISTC will provide you with the manufacturer's repair estimate and all shipping charges. Once charges are accepted by the customer, ISTC will confirm the manufacturer to proceed with the repair and charges will be billed once unit is ready to be sent back to customer.

Advance Replacement

Advance replacement products are new or like-new refurbished products and carry a full original equipment warranty. Non special order products within warranty coverage limitations may be eligible for an advance replacement by each manufacturer.

The RMA Department will send a Return Merchandise Authorization (RMA) Form, upon reception, the RMA Department will provide you with an RMA number and return instruction. Customers are required to issue a Purchase Order (PO, marked as "Advance Replacement") to ISTC, covering the products to be sent as advance replacement; each manufacturer will evaluate the returned product to determine whether it is a warranty or non warranty replacement and ISTC will bill you accordingly. We will invoice advance replacements at shipment and credit the customer upon manufacturers

receipt of the defective product, if returned goods are received within 30 days of advance replacement shipment. If the factory determines, however, that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will not issue a credit and the customer will remain responsible for paying the invoice.

Note: Advance replacement is not available for custom products/special orders.

Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is the customer's responsibility. Each manufacturer reserves the right to deny warranty coverage for any damages caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

Product warranty periods

Warranty periods vary from manufacturer to manufacturer. For more information contact our RMA Department.

**If you received an RMA directly from ISTC Headquarter,
all the merchandise should be returned to the following address:**

**INTERNATIONAL SECURITY & TRADING CORP.
8880 NW 18TH TERRACE
MIAMI, FLORIDA 33172
PH: 305-594-4141**

