



## ELTEC INSTRUMENTS, INC. Returns Policy

**Resistors:** All resistors sold by Eltec are warranted for a period of one year from the date received by the customer. This guarantee is based solely on published Eltec specifications and includes resistors which have not been bonded or soldered. For a claim to be considered valid, the customer must observe the precautions listed in Eltec's Resistor Handling manual. Resistors returned which have been bonded or soldered to will be addressed on a case by case basis.

**Detectors:** All detectors (with filters) sold by Eltec are warranted for a period of one year from the date received by the customer. This guarantee is based solely on published Eltec specifications and includes detectors with leads that have not been clipped and/or soldered. For a claim to be considered valid, the customer must observe the precautions listed in Eltec's Detector Handling manual. Detectors returned with clipped and/or soldered leads will be addressed on a case by case basis.

### **Detectors with “-0” Window Option – Warranty Disclaimer**

(PLEASE NOTE: Detectors supplied from Eltec with no optical filter carry a warranty disclaimer, as parts without the protective window are subject to contamination and/or physical damage beyond Eltec's control)

**Telescopes:** All telescopes sold by Eltec are warranted for a period of one year from the date received by the customer. This guarantee is based solely on published Eltec specifications and includes devices that have not been tampered with. Eltec telescopes contain no user serviceable parts. Disassembly will compromise the seal and void the warranty. For a claim to be considered valid, the customer must observe the precautions listed in the Model's brochure.

**Warranty coverage excludes mishandling, damage resulting from exposure to excessive mechanical force and/or shock, excessive temperature change and/or thermal shock, over voltage and/or static/ESD.**

### **Claim Processing Steps:**

1. Call (800) 874-7780 (USA and Canada), (386) 252-0411 (Outside USA) or e-mail an RMA number (Returned Merchandise Authorization) request to [Sales@eltecinstruments.com](mailto:Sales@eltecinstruments.com). Clearly state the reason for the request with as much detail as possible.
2. Return the item in the original package if possible. If this is not possible, use antistatic materials and protective packaging. Reference the RMA number on the package. Include any test data, oscilloscope photos and/or reports detailing the problem.
3. Eltec will inspect and test each device as required. A detailed report will be generated and provided to the customer as soon as possible.
4. If it is determined that the claim is valid / covered under warranty, the device will be repaired or replaced as soon as possible. If it is determined that the claim is not valid / not covered under warranty, the customer will be notified and the device will be returned or scrapped at the customer's discretion. In cases where the claim is not valid according to Eltec's specifications but the customer's failure mode is of concern, Eltec will be pleased to work with the customer to address their individual needs whenever possible.



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