

# RETURN POLICY



**ASCENDENT**  
TECHNOLOGY GROUP

**Thank You  
for ordering from  
Ascendent Technology!  
We hope your experience  
with us has been a positive one.**

**Please be sure to double check the contents of your order before opening any individual products, to ensure it is what you ordered.**

In the event of any damaged shipments, or defective merchandise, please follow the instructions on this sheet carefully, and we will make every effort to resolve your issues in a timely manner.

## **PHYSICAL DAMAGE TO YOUR PACKAGE?**

If any of the items of packages from this shipment are damaged when received, please contact the shipping company (carrier) that delivered the package IMMEDIATELY and no later than 24 hours after receiving the package.

The carrier will issue a claim number. If one is not issued, be sure to get the name of the customer service representative and their telephone extension number. After getting all the required information from the carrier, please call Ascendent Technology for further instructions.

**Returns will not be accepted at our warehouse without a valid RMA number.**

RMA numbers will expire after 15 days of being issued. Any return received without a RMA number will be documented and returned to you.

**NOTE:  
ALL RETURNS ARE CAREFULLY  
INSPECTED UPON RECEIPT!**

All returned packages will be thoroughly inspected, and a determination will be made if eligibility requirements are met for credit, replacement, exchange, or repair. Please be sure to follow these guidelines to avoid any delay or denial of processing your return.

**RETURNS PROCESSING MAY TAKE UP TO  
10 BUSINESS DAYS FROM THE TIME  
YOUR RETURN IS RECEIVED.**

RMA request forms can be found on our website:

**[www.ascendentgroup.com](http://www.ascendentgroup.com)**  
or call:

**1.250.426.8100**

### **DEFECTIVE RETURNS:**

If the product is DOA (defective on arrival) within the first 30 days, we will gladly pay the cost of repair and shipping. Within the final eleven months of the warranty, the customer is responsible for the shipping charges. All shipping and servicing outside of warranty (including software and hardware configuration) will be subject to a charge of \$75/hr (minimum 1.5 hrs).

### **NON-DEFECTIVE RETURNS:**

All non-defective returns must be in **resalable condition**, which means that they must be clean, undamaged and intact, without store markings and with original packaging. Products that are not in resalable condition will be returned to you and no credit will be granted. Non-defective returns may be subject to a **20% restocking fee** and such returns will be for store credit or refund at Ascendent's sole discretion within **30 days** of original invoice date. Please call us at **250.426.8100** if you have any questions about which products are returnable, and which products may be subject to a restocking fee.

## **STEP 1: Check Your Return**

ALL products returned must be 100% complete and must be packaged in original packaging. All packing materials, manuals, CD's, warranty statements, remotes, cables, and other accessories and documentation must be returned. A return will not be processed, or a restocking fee will be charged in the event ANY item(s) included in the original shipment to you is not present in the returned package. Items sent for return consideration will be immediately denied and Ascendent's return policy will not be honored in the event that a return shipment is received by us improperly packaged, altered, or physically damaged. All items are inspected and tested upon receipt. Any discrepancies including, but not limited to, the following list will result in the package being returned to the customer and credit or replacement will not be issued.

### **CRITERIA USED IN REJECTING RETURNS & REFUSING CREDIT:**

- \* Products which are improperly packaged
- \* Products returned to Ascendent in non-qualified shipping container
- \* Packages affixed with counterfeit label(s) or affixed with labels exhibiting tampering
- \* Products with any standard certification labels removed (UL listing, brand name, UPC code)
- \* Products or packages with Serial Number label removed
- \* Products with SERIAL NUMBER which does not match SERIAL NUMBER on package or invoice
- \* DAMAGE: Cracked components or damage to any circuit boards
- \* DAMAGE: Any dents, scratches, defacement or abuse of case
- \* DAMAGE: Torn or punctured seals
- \* DAMAGE: Loose, damaged or removed screws/fasteners

## STEP 2: Request a RMA Number

Complete a RMA (Returned Merchandise Authorization) Number Request. The form can be found on our website [www.ascendentgroup.com](http://www.ascendentgroup.com). Complete the form and fax it to **250.426.8170**

Returns will not be accepted at our warehouse without a valid RMA number. RMA numbers will **expire after 15 days** of being issued. Any return we receive without a valid RMA number will be documented and returned to you.

## STEP 3: Pack & Ship Your Return

After you receive a RMA number from Ascendent, package the unit securely in the original packaging. **Please follow the checklist below to avoid your return being denied.**

- If a credit has been issued, all items included with the unit **MUST** be returned or charges will apply for the missing items (including but not limited to: manuals, software, cables, remote, keys, packing materials, etc). Please note that there is a **20% restocking fee** on non-defective returned product.
- All packages must have the RMA number clearly marked on at least 2 sides of the box.
- All packaging must be kept as you received it or meet UPS packaging guidelines.
- DO NOT write or mark on any of the manufacturers packaging, manuals, or accessories.
- All packages should include your RMA number and your Purchase Order OR Invoice number, and a brief explanation of why the unit is being returned.
- All packages must be fully insured. This is for your protection, in the event the package is lost or damaged in transit. Ascendent will not be responsible for items returned that are lost or damaged in transit.
- All postage and handling charges, both to and from our warehouse will be paid by you, the customer, and is non-refundable. At our discretion, Ascendent may reimburse shipping charges related to the exchange of defective products. If you have any questions about shipping reimbursement for defective exchanges please contact Ascendent 250.426.8100.

**STEP 4 : (Only if an Advanced Replacement is required)**

Fax a PO for the original cost of the unit to Ascendent 250.426.8170. We will send out and advanced replacement. Once Ascendent has received the defective unit the Invoice will be credited. You will be invoiced for the unit if we do not receive the defective part/unit within 30 days.

**IN THE EVENT THAT THE RETURNED PRODUCT DOES NOT MEET THE REQUIREMENTS DESCRIBED IN THIS DOCUMENT, WE WILL PHOTOGRAPH THE MERCHANDISE AND PACKAGING , AND PREPARE A DETAILED SUMMARY OF OUR DETERMINATION TO DENY THE RETURN. THE MERCHANDISE WILL THEN BE RETURNED TO YOU.**

Please contact us to discuss alternative resolutions for difficulties with products not qualifying for return or exchange.

**Ascendent Technology Group, Inc.  
918 Kootenay St. N  
Cranbrook, BC V1C 3V3  
Phone: 250.426.8100  
Fax: 250.426.8170  
[www.ascendentgroup.com](http://www.ascendentgroup.com)**