



## Advanced Network Devices

3820 Ventura Drive  
Arlington Heights, IL 60004

### RMA / Warranty/ DEMO - Loaner Procedure Overview

We understand that receiving defective or damaged product upon receipt is an inconvenience to our customers. With your cooperation we will address any issues in a timely manner. In an effort to provide our customers with continued added service, we ask that you please use the following procedure to return AND units.

To request a return materials authorization (RMA) number, please send your request via email to [sales@anetd.com](mailto:sales@anetd.com). Or you may visit our website @ [www.anetd.com](http://www.anetd.com), click on the Contact tab (<http://www.anetd.com/Contact/index.php>) to complete an RMA form, and submit back online for your RMA number. Your RMA number will be issued within 2 business days.

Please be prepared to provide the following information:

- Your name, company, address, telephone and email address
- Model Number for return (s)
- Quantity of product for return, Purchase Order Number
- MAC Number (s) of unit
- Reason for return

*Once the product is received, our technicians will evaluate and report corrective action.*

- If the product is found defective due to AND manufactured caused or shipping problem, you will be notified with information on a replacement, repair, or credit at AND discretion. Turnaround is typically, 2 weeks or less.
- If the product is determined *not* to be related to a AND manufactured cause; you will be contacted and presented with options; please note that the resolution option chosen by you may result in additional charge (s).
- If (non-defective) product received does not meet customers' needs, product can be returned within 30 days, and will be charged a 25% restocking fee.

#### **Warranty Coverage:**

- A standard manufacturing warranty of 12 months upon receipt of equipment applies, unless otherwise agreed upon in writing and clearly stated on the purchase order for said product.
- For product returns outside of the warranty (12 months) period, customers will be invoiced for service charges as deemed applicable by AND.
- Warranty (12 months) is void if defective products are determined to have been misused, or altered in any form.

**DEMO / Loaner Equipment Policy:**

Advanced Network Devices (AND) is loaning an IP Speaker or IP Clock for the purpose of testing or evaluation. This Loaner unit is valued at full MSRP (although the actual sale price may vary).

AND Loaner units are shipped at no charge, nor do we charge for the use of this Loaner unit. This Loaner unit is to be returned in 4 weeks at customers' expense. Please include insurance coverage for full MSRP value upon return shipment of Loaner unit. AND Loaner units must be returned in the same working and cosmetic condition as originally supplied. In the event that the equipment becomes damaged while it is in customers' possession, or upon receipt of returned shipment, customer is responsible for the cost of repairs or replacement; if the equipment cannot be repaired.

Additionally, this Loaner unit is the property of AND, and is not to be disassembled, reverse engineered, or duplicated, or shown to other speaker or clock makers, or other companies that might reasonably be perceived as a competitor to AND. It is only to be used for internal evaluation and testing, or only shown to prospective customers. Without permission, it is not to be sold, given, or sent out of customers' facility.

**DEMO / Purchase Equipment Policy:**

If customer decides to purchase the DEMO unit received, send your request via email to [sales@anetd.com](mailto:sales@anetd.com) within 2 weeks, after receipt of unit for assistance.

*Please read AND Equipment DEMO / Loaner Agreement for complete details of AND regulations.*