



# Warranty and Return Policy

## General Guidelines

Klein Electronics, Inc., warrants all products against **manufacturer's** defects as long as the product is still under warranty. The forgoing warranty is limited and is not applicable to: (i) normal wear and tear; (ii) defects or damage caused by misuse, accident (including without limitation collision, fire and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, alteration, wiring, or testing, improper storage, use in an unapproved device or if the serial number has been removed; (iii) use not in accordance with the documentation; and (iv) damage caused by the equipment with which the product is used. Visible physical damage invalidates warranty. Incomplete product kits will not be accepted for replacement or repair. Example: An earpiece that should include an audio tube.

Shipment errors must be reported within **3 days** of receipt of goods in order to get replacements.

Klein Electronics Inc., does not accept returns on custom orders. All custom orders are final. Also, we do not accept return for credit over \$ 250.00. Items may only be returned for credit if they are unused, in original packaging and purchased within the last thirty (30) days. There will be a 20% restocking fee to ALL items returned for credit that meet the above stipulations. **Klein Electronics, Inc., does not issue refunds** and we reserve the right to not issue credits. Credits that are not used within 60 days will be forfeited and cleared from your account.

Call our RMA Department at 800.959.2899 x 26 to obtain a "return merchandise authorization" form; you will need to have a copy of the original invoice for the product as well as know the details for the reason why the product is being returned. We reserve the right to repair or replace all warranty items at our discretion.

## Warranty Time Periods

PRODUCTS COVERED	LENGTH OF COVERAGE
All Parts, including but not limited to: Mushroom-Eartip, Pinkies, Comforteartips, Kflex, Ktube, Foam Listen-Only Earpiece, Foam Earbud Cover, Foam Mic. Sock, Clothing Clip, Acoustic Adaptors, K-Hook, Headset Cloth Cover, Headset Earpad, Silicone Case	No Warranty
Blucomm products, Batteries, Programming Cables	6 Months
6-Shot, 1-Shot, FuelPad, FuelPad12, Bullcord, Radio Adaptor Modular, Armorcase, Cellular Car Charger, RiderComm, Racing Scanner, Race Harness Kit, Tactical Antenna	1 Year
Two-Way Radios, Earpieces, Microphones, Headsets (No Bluetooth or Battery Products)	3 Year



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### Original Equipment Manufacturer (OEM) Guidelines

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Klein Electronics, Inc., does not issue RMA numbers for OEM products that are not made by Klein Electronics, Inc. Customers must contact Motorola, Kenwood, Icom or any other Original Equipment Manufacturer directly to process warranty. Contact numbers are listed below for your convenience.

Motorola Warranty Department: (800) 453-0920

Kenwood Warranty Department: (310) 639-9000

Icom Warranty Department: (800) 346-0495

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### Non-Warranty Repairs

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Klein Electronics Inc., standard labor rate is \$60.00 an hour with a minimum requirement of thirty minutes. The cost of parts varies and is in addition to the labor charges. Radio Programming fees are set at \$5.00 per unit. All goods repaired will require a signature for authorization to do the labor.

Klein Electronics Inc., standard repair cost for a BLACKBOX Radio \$60.00 per unit. This does not apply to water-damaged units. If a water-damaged unit is deemed repairable, the fee may be up to \$85.00 per unit. If repair fees exceed \$85.00 the customer will be notified with details. Customers will pay all shipping to and from Klein Electronic Inc., The cost of the non-warranty repair will require payment in the form of Visa, MasterCard, American Express or COD. Customers with open account status may be billed directly, if a purchase order for the repairs and shipping is issued to Klein Electronics Inc., If the customer does not approve the repairs through issuing a purchase order, the customer will be responsible for paying the freight charges to ship the product back.

Klein Electronics Inc., standard repair cost for a 6-SHOT is between \$85.00 and \$115.00 per unit depending on the condition of the unit. This does not apply to water-damaged 6-SHOT in which the circuit board is not repairable. Opening the housing on a 6-Shot Charging unit will automatically void your 1-year warranty, and will incur the repair charge listed above for any repairs.

A Non-Warranty Repair Authorization must be filled-out and submitted to receive a RMA number (see page 4). Klein Electronics Inc., warrants all repairs performed to radios for a period of 90 days from the date of repair.

### RETURN TO CUSTOMER (RTC ITEMS)

Items returned that are deemed "non manufacturers defect," have the date code missing, or are not within the proper warranty time-period may be repaired with a labor fee at the sole discretion of Klein Electronics, Inc. Items deemed "RTC" are not covered under Klein Electronics Inc., warranty policy and the customer will be responsible for paying the shipping costs to return the products back to the customer. If the customer does not want to receive the RTC items and pay the shipping costs, Klein Electronics, Inc. will dispose of the products.

By returning a product for repair, the owner grants Klein Electronics Inc., permission to open and disassemble the product as required for evaluation. In all cases, Klein Electronics Inc., has sole responsibility for determining the cause and nature of failure, and Klein Electronics Inc.'s, determination with regard thereto shall be final. If a BlackBox radio is opened and evaluated with no fault found, a \$25.00 fee applies for reassembling of the radio.



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### **Return Shipping Guidelines**

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A copy of the RMA authorization form must be included in the box. The RMA number must be written on the outside of the box. Returns without a RMA number on the box or without proper documentation will not be processed and may be refused.

Each item must be clearly labeled with what is wrong with it; this will insure we fix the item appropriately. If items are not clearly labeled, we reserve the right to not test the items and the customer will be responsible for labor charges or freight charges to send the items back in order to have them properly labeled.

We suggest shipping products through FedEx or other service that allows packages to be tracked. Klein Electronics, Inc. is not responsible for lost/damaged packages.

Items should be returned to: Klein Electronics, Inc. - ATTN: Warranty Department - 349 N Vinewood Street - Escondido -CA- 92029



## NON-WARRANTY REPAIR AUTHORIZATION

Fill out this form and fax it to: 760-796-6579

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Customer Number: \_\_\_\_\_

Bill To Address: \_\_\_\_\_  
\_\_\_\_\_

Ship To Address (if different from above):  
\_\_\_\_\_  
\_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Item Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Did you purchase an extended warranty?  Yes  No

Detailed Description of the Problem:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Form of Payment:**  Credit Card on File  
 COD  
 Open Account Terms (must issue a PO to be billed on your account)

Signature\*: \_\_\_\_\_  
*\*Signature authorizing Klein Electronics Inc., to charge labor/repair fees plus applicable shipping charges.*

Name (print): \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_