

Bonitron Repair Policy

PROCEDURE

All repairs require an RMA number. Please contact Bonitron at 615-244-2825 or info@bonitron.com to request an RMA number. Once the unit is received, Bonitron will evaluate the unit and provide an estimate for the cost of the repair. Bonitron will make a total of three attempts to get authorization and a payment method for the repair. If no response is received, the unit will be assumed abandoned. Once the payment method and shipping terms are received, Bonitron will repair the unit and ship it back.

STANDARD REPAIR CHARGE

All non-warranty repairs are subject to a \$300.00 charge for evaluation and testing. This charge is added into the repair estimate. If you choose not to repair the unit, payment for the Standard Repair Charge is required before the unit will get shipped back.

PAYMENT

Payment method is due before any repairs are started. Bonitron will seek approval for any additional charges above the original estimate that may come up after the repair is started.

SHIPPING

All domestic non-warranty repair shipping is ExWORKS. The preferred method is to provide Bonitron with a shipping account number. Unless otherwise requested, repairs will be shipped back standard ground, or freight depending on size and weight.

All International shipping is to be handled by the customer. Bonitron will inform the customer when the unit is repaired and ready. Bonitron's dock hours are M-F 7:30am to 4:00pm. It is up to the customer to schedule a pickup with their preferred shipping method within the dock hours.

UNREPAIRABLE UNITS

Due to the extent of damage, age, or availability of parts, some units may not be repairable. In this situation Bonitron will give the option to ship the unit back or scrap it at our facility. If a unit is deemed unrepairable, it waives the standard repair charge.

ABANDOND UNITS

If payment or other instructions are not received within 3 months of the repair quote being sent out, the units will be assumed abandoned and disposed of at Bonitron's discretion.

PACKAGING

All repaired units will be shipped back in new packaging. The standard packaging charge is \$30.00. If the unit requires a crate, the packaging charge will be \$130.00. If the unit is received in packaging that Bonitron feels is adequate to reuse, there will be no packaging charge.