



Consolidated Inventory Supply, Inc
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CIS WARRANTY PROCEDURE

It is the customer's sole responsibility to contact CIS in a prompt and reasonable time frame of any Warranty related matters via online, phone, fax, or e-mail.

In regard to components, the proper registration must have been activated prior to installation. If registration was not properly activated, then any and all warranty is void.

Note: Installer is responsible for the proper installation of components in regard to OEM procedures and recommendations. Supporting documentation, from approved OEM service provider must be submitted at the time of registration, confirming that installation was properly performed, all systems properly checked, and the initial commissioning of the component was successful.

Upon receipt of such notice, the customer will be contacted with the appropriate forms based on the item in question and the specific nature of the claimed warranty. Customer will complete the required forms and submit to CIS along with any supporting documentation as stated by the forms.

Once the requested information is returned to CIS, it will be reviewed by the appropriate technical support personnel and assigned a claim and/or an RMA number.

The information will be reviewed and if any additional information is required, the customer will be contacted in a reasonable time frame. It is also at this time that the evaluation will be made as to what parts may be needed for return in order to properly evaluate the warranty claim. CIS reserves the right to examine every part or component subject to the claim under this warranty. Any failure by the customer to produce, comply, or cooperate with the request for any, and all, required information, documents, parts and/or components for the evaluation and analysis of the claimed warranty will void the claim.

Customer will be solely responsible for shipping charges of any parts and/or components that are requested to be sent back to CIS for warranty evaluation. CIS will not accept any collect shipments.

CIS warranty consideration will be voided if parts and/or components are returned in a manner where improper packaging or neglect has caused damage to the items. This also applies to any third-party entities, acting on behalf of the customer.

Upon evaluation of the claim, if CIS determines that the part is subject to warranty, all settlements will be as per the Warranty Policy.

If the warranty claim is denied, all products submitted for inspection and examination will be kept for a maximum of 30 days after the date customer was advised of the findings via phone, fax, or e-mail. After that time, all items will be discarded.

Consolidated Inventory Supply, Inc., reserves the right to qualify any return and to discontinue and / or modify this procedure at any time, for any reason.

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