

Hardware Limited Warranty

Turning Technologies warrants its hardware products for a period of 12 months from the date of delivery for any material or workmanship defect in the product as well as for any failures related to normal product use. This warranty does not extend to batteries or any product component, which has been subjected to misuse, deliberate destruction or alteration.

Turning Technologies agrees to remedy any product defect or failure as outlined below, or at its discretion, replace any component of the product provided the owner complies with the procedures listed below. Standard processing takes 7-10 business days upon receipt to complete.

- 1) Contact Customer Support at 866-746-3015 or support@turningtechnologies.com to obtain a Return Merchandise Authorization (RMA) number, and please reference the respective PO number. If eligible, you will be assigned a RMA number via e-mail during normal support hours Monday - Friday, 7:00 a.m. - 9:00 p.m. EST.
- 2) Owners returning product are encouraged to select a carrier that provides tracking numbers and insurance, such as UPS or FedEx. Owner assumes risk of loss and payment for return freight.

Send Defective Product to:

Turning Technologies
Attn: Receiving Department - RMA
255 West Federal Street
Youngstown, OH 44503
(330) 746-3015

- 3) Applicable RMA numbers should be written on the return shipping label or on the outside packaging that the product is returned in, not the original packaging.
- 4) Processing will be delayed for product received with invalid RMA numbers. Products received without RMA numbers will be documented and returned at the owner's expense.
- 5) If determined that a defect is due to misuse, deliberate destruction or alteration, the owner will be contacted and at its choice the product will be returned or a replacement provided and the owner invoiced accordingly.

Proof of Delivery for Returns

Signatures confirming proof of delivery (POD) can be used to determine whether or not RMA has been received by Turning Technologies. If items are consolidated into a single package, a POD cannot be used to confirm receipt of specific items or quantities.

Shipment Related Loss or Damage

You should note damages or shortages on the POD at the time of delivery, and report them within 14 days by contacting Customer Support. You may be asked to provide POD as well as RMA, order or customer account number.

