



REP/ISO BULLETIN

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A  DOVER COMPANY

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Warranty Parts and Procedures

Occasionally Triton finds it necessary to update our Distributors and 3rd Party Service Providers regarding our Warranty Parts Ordering and Return Policy Procedures. The following outlines Triton's, as well as your responsibilities regarding our factory warranty and procedure for in warranty parts replacement.

Triton's 13 Month Parts Warranty

Triton provides a 13-month, from date of shipment, parts warranty on our Cash Dispensers. If a part malfunctions during this period and must be replaced there are two methods that can be used.

Stock Replacement Method

The preferred method is replacing the malfunctioning part from your stock. Your Service Department then contacts Triton to have an RMA number issued. The RMA number must be affixed to the defective part and boldly noted on the outside of the return package. The part is then shipped back to Triton. We evaluate the returned part for any signs of misuse or abuse (See Warranty Parts Inspection Paragraph) and verify that the serial number or date code matches the Cash Dispenser's serial number from which the part was removed. Once the part passes these criteria, Triton will furnish a new or refurbished part (at its discretion) back to the customer via UPS Ground, on a no-charge basis.

Advance Replacement Method

If the service provider does not have the needed part in stock, they must order an Advance Replacement part from Triton. At the time the part is ordered the ISO's or Distributor's service provider must advise Triton that the part is for a Cash Dispenser under warranty and provide the unit's serial number. Triton will furnish a new or refurbished part (at its discretion) to the customer as well as issue an RMA number that will be used in the same manner as described in the previous paragraph to return the defective part to Triton. The customer is invoiced for the Advance Replacement part when it is ordered. When Triton receives the replaced part, it is evaluated. If the part passes the criteria described in the previous paragraph, a credit memo for the price of the part will be issued to the customer's account. If the replacement part was shipped by any method other than UPS Ground, the Distributor will be responsible for the difference in shipping charges.



Proof of Delivery

All returns are subject to Triton's verification at incoming inspection. In the event of lost shipments, a proof of delivery must be provided before any action can be taken to correct the service provider's account. Only the part number(s) and quantity(s) listed on the RMA may be returned.

Return Packaging

All electronic parts are packaged in protective anti-static bags when shipped by Triton. When returning defective electronic parts, the defective part must be placed in one of these anti-static bags and shipped in protective packing cartons. Substantial damage can occur in shipment when return items are not properly packaged. Therefore, Triton highly recommends the original shipping cartons be reused for return of parts. Damage resulting from improper handling or packaging may result in rejection of the warranty claim.

Warranty Parts Inspection

Aside from shipping damage, there are other reasons why a part may not be accepted at incoming inspection. In some cases, parts rejected at incoming inspection will be cause to disallow warranty credit to be issued. The following are reasons for warranty part rejection:

- Parts received without RMA number clearly marked on return package
- Parts damaged, not properly packed for return shipment
- Electro-static sensitive parts were not shipped in anti-static bags
- Parts show signs of attempted repair by non-Triton employee
- Parts were missing components, disassembled, or incomplete
- Part number, date code, or serial number tampered with
- Parts damaged due to physical abuse or misuse
- Parts damaged due to improper wiring or voltage
- Parts were damaged by "acts of nature" such as storms, floods, lightning
- Parts were damaged by fire, vandalism
- Parts returned did not match RMA number
- Part not received within 45 days of RMA issue date for return part

Under no circumstances shall Triton Systems Inc. or its suppliers be liable for any special, incidental, or consequential damages based on breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the equipment or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.



Rejected Warranty Parts/ Fax Notification

Any part, which is received without a valid RMA number, will result in Triton returning the part to the shipper with an explanation as to why the part is being returned. The Distributor or service organization that shipped the item to Triton will be responsible for properly identifying the part with a valid RMA number before resubmitting the part for warranty consideration. *Note: The Packing Slip that accompanies all Advance Replacement In-Warranty parts orders contains the return RMA number.*

Any warranty part, which is received after 45 days from issuance of the RMA number, will not be eligible for warranty credit. However, the customer will be faxed a claim denial form offering the customer the following choices.

Convert to Time & Material Repair and return to customer (if applicable)

Scrap part, Customer does not want part returned

Return part, Customer pays shipping

You will have 30 Days from the date of notice to return a fax with the appropriate choice selected and signed authorization. At the end of 30 days failure to respond will result in the part being immediately returned to the sender at sender's expense with an explanation of warranty denial enclosed.

Parts Invoicing

Whether the Stock Replacement or Advance Replacement method is used, the defective part should be returned to Triton with the RMA number boldly written on the shipping container within 45 days. Triton's Accounting Department invoices for all parts orders at the time the order is placed and the invoice will age on the customer's account until the invoice is paid or the part to be returned is received and credit is issued.

Return Only RMA

No RMA will be issued for the "return only" of product. Exceptions may be considered for unusual or special circumstances.

Credit Issue for Returned Parts

Typically, all RMA equipment that is returned to Triton with proper RMA number identification will be logged in within 24 hours of receipt. Additionally, if the returned equipment is found to be an in-warranty failure, credit will be issued to the customers account within 5 business days. In the event that the defective part was replaced from the Distributor's stock, Triton will ship back to the service provider, on a no-charge basis, a replacement part for their stock within 5 business days.



Summary

Triton wants to make the ordering, return and crediting of in-warranty failed parts as easy as possible for you. Your adherence to the procedures outlined in this bulletin, accompanied by our commitment to process properly identified returned parts in a timely manner, will make this part of the business manageable and efficient for all of us.

If you have any questions, please contact your Account Manager at 800-367-7191.