Warranty & Product Returns

1. GENERAL WARRANTY

Prophotonix offers a limited Hardware warranty to the original purchaser of any products, that it is free from defects in workmanship and materials, while it remains under normal use and service, for a period of one year from the date of purchase from Prophotonix. During the warranty period, Prophotonix repair or replacement of any part which is in non-conformance to its specifications. The details of this process are described in the “Returned Material Authorization (RMA) Process” in a later section of this policy.

To prevent damage in transport, the customer it is suggested to return the product in its original protective packaging. Prophotonix is not responsible for any damage to the product during transportation to Prophotonix.

2. IN-WARRANTY REPAIRS

Prophotonix rigorously tests all its products to ensure optimum quality and reliability. If the failure symptoms described by the customer cannot be duplicated and the unit passes pertinent product testing, it will be reported as “No Fault Found” (NFF) and returned to the customer.

At Prophotonix’ discretion, in the case of excessive NFFs, the customer will be responsible for service fees and shipping costs.

If a returned unit fails pertinent product testing, Prophotonix will repair the unit and retest to confirm that it has been restored to a functional state. Alternatively if a repair is not possible a new product may be supplied as a replacement

3. NON-WARRANTY REPAIRS

Any service and/or repair requested for a product for which the factory warranty period has expired or has been invalidated because of customer-induced damage (resulting from misuse, abuse, missing components, or modification) is considered a non-warranty service. Refurbishment or upgrading of product to the latest specification is considered a non-warranty repair or service.

For non-warranty repairs or services, there will be a charge. Customer must agree to pay this amount before shipping the defective product to Prophotonix. Prophotonix will examine the returned hardware and send the customer a quote for the repairs, the amount of which will be based off the then-prevailing time and material rates as determined by Prophotonix. Prophotonix will not work on the repairs until it receives a purchase order for the repairs. If the customer chooses not to repair the hardware, the customer will be responsible for the cost of the repair estimation and for shipping the product back to the customer. Prophotonix, at its discretion, may decide not to repair a non-warranty part.

4. Return Materials Authorization (RMA)

A Return Materials Authorization (RMA) number is required prior to returning any product for any repairs, upgrade or advance replacements. Follow the “Product Return Procedure” instructions below to return your product to Prophotonix for repair.

5. PRODUCT RETURN PROCEDURE

Follow these easy steps to return a product to Prophotonix for repair and/or replacement

1. Request an RMA number from your Prohotonix Sales contact.
2. When requesting an RMA number please ensure that you provide as much of the following information as possible:

    - Part number.
    - Serial numbers.
    - Qty to be returned
    - Purchase order numbers.
    - Full description of the fault and operating conditions.

      This information will help Prophotonix to test and debug the product and will also help to avoid unnecessary delays.

3. Once you have received your RMA number and return address details please package your product and address it to Prophotonix.
4. You will be contacted soon after your package has been received at Prophotonix with the estimated repair time and product replacement information.

6. SHIPPING

For products under warranty, the customer pays shipping to Prophotonix and Prophotonix pays for return shipment.

For products not under warranty, the customer pays for shipping both ways.