



Advance Replacement Policy

All-O-Matic will advance replace boards within the first two (2) years of installation, provided the following conditions are met:

- Installer must call All-O-Matic technical support from the field to troubleshoot the problem.
- Serial number(s) and date(s) will need to be provided.
- If the item is determined to be defective, the customer will be given a RMA number by tech support to give to their distributor.
- If the distributor has an advance replacement item in stock, it will be provided to the customer. The distributor will send a PO to All-O-Matic to send the replacement item. Please state if the item was taken from stock on the PO. If a replacement is not available, the distributor will send All-O-Matic a PO with the RMA number to be sent a replacement (Direct shipment to your customer option is available). Please include a brief description of the problem when sending in the board. NOTE: A replacement will not be sent without a PO. Email all POs to Fernando@allomatic.net
- The defective item(s) needs to be returned to All-O-Matic within 10 days. If the item(s) is not returned, the distributor will be invoiced for the board.
- If the customer does not provide a RMA number provided by All-O-Matic, the defective item cannot be advanced and must be sent in for repair and return.

Repair and Return Policy

All-O-Matic does not charge for repair and return boards, within or out of warranty. As long as there is no power surge or water damage, and components are still available, All-O-Matic will repair and return the board to the customer at no charge.

- Please include a brief description of the problem when sending in the board for repair

NOTES:

RMAs ending in ADV indicate an advance replacement

RMAs ending in RR indicate repair and return