

**PROCEDURE FOR RETURN OF DEFECTIVE PARTS
OBTAINING RETURN MATERIAL AUTHORIZATION**

CCS Standard Warranty

Carter Control Systems, Inc. (CCS) warrants that it will deliver the equipment and services free from defects and ready to operate for the purpose intended.

The equipment CCS furnishes will be fit for the ordinary purposes for which this type of equipment is normally used. It will be free of defects in material and workmanship at the time of shipment and will be installed in a workmanlike manner to perform the operation for which it was intended.

CCS liability under this warranty is limited to repair or replacement of non-conforming, non-consumable parts from the manufacturers when the same are returned by you to CCS within 12 months after start-up, or beneficial use. Modification, alterations, misuse or abuse of equipment or operating controls, without our prior knowledge and written authorization, will void all warranties that are applicable thereto.

Under this agreement, in no event will CCS become liable for loss of profit, indirect, incidental, or coincidental damages.

**RETURN OF DEFECTIVE PARTS
WITHIN 12 MONTH WARRANTY PERIOD**

1. Remove defective part from system
2. Identify part number, serial number (if applicable), location of part in system and reason for failure.
3. Contact CCS Customer Service Department at 301-698-9660 with the above information to obtain RMA number.
4. Complete Customer RMA Request Form.
5. Include Customer RMA Request Form with defective part.
6. Return part to:

**CARTER CONTROL SYSTEMS, INC.
7618 HAYWARD ROAD
FREDERICK, MD 21702-3006**

RMA#: XXXXXXXXXXXX

7. Upon receipt of defective part CCS will determine cause of malfunction and repair or replace the defective part. *If returned part is determined to be inoperable due to "customer abuse", a PO # will be requested by CCS to have the item repaired or replaced.* All costs including shipping will be charged to the customer.

In the event that the customer has an immediate need for a replacement part and cannot wait the normal amount of time allotted for the defective part evaluation process, a purchase order number will be required and the part will be purchased and shipped to the customer. If the evaluation process reveals the returned part to be defective a credit will be issued for the full purchase amount including shipping.

Following the procedure for return of defective parts as stated above will allow for prompt evaluation of and return of the defective parts. Missing or incomplete information will affect the evaluation process and cause delays.

Carter Control Systems, Inc. will absorb costs for shipping of return replacement part if defective part is returned within the 12-month warranty period, all other shipping charges are the responsibility of the customer. This warranty applies to non-consumable parts only.