

Return Material Authorization (RMA) Policy

TIL-TEK products are warranted against defects in material and workmanship under normal use for a period of three years from the date of shipment from the factory. A RMA number must be obtained from TIL-TEK prior to returning a product for warranty service. The product must be returned to TIL-TEK with all transportation charges prepaid.

Defective Antenna: Provided an antenna is found to be defective under the terms of the warranty, TIL-TEK will repair, replace and return the antenna at no charge to the customer.

No Fault Found: If, after evaluation, the antenna is found to still meet TIL-TEK's electrical and mechanical specifications:

- 1) The customer shall incur an evaluation charge of 25% of the list price or a minimum fee of \$80.00 CDN.
- 2) The customer is responsible to incur the return freight. The antenna will be returned via freight collect.

Note: If an advance replacement is sent and the returned antenna is found to have no fault, the customer will be invoiced for the new replacement and will incur the freight to have the antenna returned to them.