

Operating Hours: 9:00 am – 6:00 pm EST

VectraCor Technical Support

Tel: +1 973 904 0444, ext. 1
Email: qrssupport@vectracor.com

How to Order

Phone: +1 973 904 0444, ext. 2
E-Mail: salespo@vectracor.com
Mail to: VectraCor
785 Totowa Road, Suite 100
Totowa, NJ 07512 USA

Freight: FOB Origin

Shipping Charge and Handling Fee

The CUSTOMER is responsible for all shipping charges.

Payment Terms

Payment Method: Credit Card, Check or Wire Transfer
Standard Terms: First order prepaid and when credit application is accepted. All credit is net 30 days

Limited Warranty

Refer to the Hardware and Software Warranty.

Return Merchandise Authorization (RMA) Policy

Product being sent to VectraCor for any reason (such as repair or return) must reference RMA # on the outside of the package. Contact the VectraCor Technical Support Department for RMA #. Absence of the RMA # could result in VectraCor refusing shipment. Product must be returned to VectraCor within 30 days of issuing the RMA #. If the product is not sent to VectraCor within the 30 days, the RMA will be cancelled.

All freight, insurance charges and U.S. Custom fees incurred in shipping product to VectraCor are to be paid by the CUSTOMER unless the product being returned was sent in error by VectraCor. See RMA Instruction form for instructions on how to avoid U.S. Customs fees.

All freight, insurance charges and U.S. Custom fees incurred in returning an in-warranty product to the CUSTOMER are paid by VectraCor. All freight, insurance charges and U.S. Custom fees incurred in returning a non-warranty product to the CUSTOMER/customer are to be paid by the CUSTOMER/ customer.

VectraCor will ship the product back to the CUSTOMER by UPS (cheapest air or ground option). CUSTOMER that wish to expedite return shipments must notify the VectraCor Technical Support Department. If the CUSTOMER chooses to expedite the return shipment, all freight charges incurred are the responsibility of the CUSTOMER.

Defective Product

- If CUSTOMER's has a defective product or product failing under warranty and the CUSTOMER does not want to wait for product to be returned to an Authorized VectraCor Service Center for diagnosis, repair or replacement, CUSTOMER has the option to send the customer replacement product from its own inventory and replenish that product with a purchase order to VectraCor.
- When CUSTOMER decides to send product from its inventory, CUSTOMER may send an order to VectraCor for the same product. This order must be accompanied by details of the customer, product being replaced, and the RMA number VectraCor previously issued. This order will be placed at regular prices under the terms of "Exchange in Advance." CUSTOMER will obtain the RMA from VectraCor Technical Support Department.

- CUSTOMER will arrange receipt of the product under RMA using the most economical freight method and return product under RMA to VectraCor.
- If VectraCor determines the product is faulty and within warranty, VectraCor will reimburse the CUSTOMER the cost of the freight in shipping the replacement product and cost of the return of faulty product. VectraCor will also issue credit against relevant goods ordered under terms of "Exchange in Advance".
- If VectraCor determines the product is not defective, no credit will be issued for freight, insurance charges and U.S. Custom fees. Additionally, CUSTOMER shall pay VectraCor a minimum testing and inspection fee, per device, quoted at the time of RMA issuance and payable immediately upon invoicing. If non-defective products are received in salable condition, VectraCor will issue credit against applicable products ordered under terms "Exchange in Advance". If non-defective products are found not to be in salable condition, no credit will be issued and the products will be returned to CUSTOMER.
- If the product returned is defective because of misuse, abuse or alteration: (1) No credit will be issued for freight, insurance charges and U.S. Custom fees relating to the return of the product and the CUSTOMER will be notified to arrange out-of-warranty repair terms with customer and (2) No credit will be issued against applicable products ordered under terms "Exchange in Advance" unless such goods are returned to VectraCor in salable condition.

Return Policy

VectraCor will accept return, with an RMA#, of original manufactured products shipped in error. Credit will be given under the following conditions:

- Products are in salable condition in the original packaging and have not been opened.
- Customer calls VectraCor for an RMA# within 30 calendar days of invoice.
- Returned product is received at VectraCor distribution center within 30 calendar days of issuing the RMA#.
- All returns will have a 20% restocking Fee
- If error in shipping is due to VectraCor, no restocking fee will be assessed

The following products are not eligible for return:

- Build-to-order or specialty products
- Samples or product sold at zero price
- Demonstration equipment
- Products not in original packaging
- Product packaging was opened
- Product in remarked or re-labeled packaging
- Obsolete, damaged, or un-salable products

VectraCor reserves the right to refuse and return any product returned without pre-authorization at CUSTOMER expense.

All credits will be in the form of CUSTOMER account credits. No cash payments will be made to CUSTOMER for product returned.

Service Charges

A minimum inspection and testing fee applies to all products being returned for service to the VectraCor Service Department. Contact the VectraCor Technical Support Department for a quote.

VectraCor is responsible for repair charges covered by the Hardware Warranty. This includes the inspection and testing fee. All non-warranty repair charges will be billed to CUSTOMER/customer at VectraCor standard hourly rates and charges in effect at the time such servicing is performed along with any freight, insurance charges and U.S. Custom fees incurred in returning the product to CUSTOMER/customer.