

# No Risk Lifetime Warranty FAQ's

## **What's the RMA Process?**

An RMA (Return Material Authorization) number must be obtained before returning product(s) to FUTEK. To avoid processing delays, please be sure to include: purchase order number, invoice number, name, address and phone number, model and serial number, and the repair instructions. The RMA number should also be clearly marked on the outside of the shipping container. Packages returned without an RMA number will be refused. Goods returned for credit must arrive, freight prepaid.

## **What's the usual RMA Turnaround?**

Depending on the customer's response time and complexity of the re-work or repair, most RMA's are within 1-2 weeks.

## **Where can I find the RMA form?**

[http://www.futek.com/inforeq\\_rma.aspx](http://www.futek.com/inforeq_rma.aspx)

## **What options do I have if my part has failed?**

If your unit has failed, please first follow up with these troubleshooting instructions. In order to check the severity of the failure, as an example if the failure is due to high zero shift, our offset calculator (<http://www.futek.com/calc.aspx>) can assist you to find a temporary solution. Contact technical support for additional support if needed. Send a detailed inquiry of failure for further assistance or advice. As a last resort, for returns notify FUTEK's RMA Team as soon as possible. You can do so by calling FUTEK directly or visiting FUTEK's RMA Page. The RMA Team will support you with the options of returning your unit and if needed send out a replacement. The quality team will then support you by evaluating the unit and detecting the problem.

## **Who pays for shipping?**

Customer covers shipping costs when sending back a unit to FUTEK. If a new replacement is necessary, FUTEK will cover the shipping costs to send the unit back to the customer.

### **The part doesn't meet our needs, what do we do?**

Contact the RMA department for returning options. The customer has 1 year from purchase to return the unit(s) for a replacement part or full refund as long as the parts are still in good condition

### **What does a manufacturing defect exclude?**

A manufacturing defect excludes all cases where failed units are due to improper usage, overloading the unit or failure to properly and regularly calibrate the unit. FUTEK may exercise this warranty by replacing or repairing the covered sensors, at its option on manufacturing defects.

### **What does risk free mean?**

Our risk free policy means that you can test out the LSB200 model in your platform to make sure it qualifies for your application. If the unit does not meet your requirements, FUTEK will support you with a replacement unit or full refund as long as the units are in good condition.

### **What models are covered under the Lifetime Warranty program?**

All standard and in stock models of the LSB200 are covered under this program. Any modifications or custom changes made to the model, cover, or cable would be considered a non-standard product.

### **What happens if my replacement part is not in stock?**

FUTEK will try to offer the customer an alternative replacement unit from stock, if this is not possible we will fast-track the required product through its operations to ensure the fastest delivery possible. We cannot assure the direct replacement will be immediate.

### **Does Lifetime Warranty cover my system or package?**

The Lifetime Warranty only covers the standard and in stock versions of the LSB200. All accessories, electronics and services are NOT covered under the warranty program.

### **Will FUTEK representatives/distributors be able to offer the No Risk Lifetime Warranty?**

All qualified FUTEK representatives and distributors will offer FUTEK's No Risk Lifetime Warranty on the LSB200 models that are in stock and standard. FUTEK Representatives/Distributors are NOT authorized to change the terms of the warranty unless it is directly modified by authorized FUTEK personnel.

## **Who qualifies for the No Risk Lifetime Warranty?**

All FUTEK customers are qualified for our No Risk Lifetime Warranty on the standard and in stock models of the LSB200.

If you have any additional questions, please contact us at 1.949.465.0900  
or [futek@futek.com](mailto:futek@futek.com) for further assistance.