

RETURN POLICY

Return Material Authorization (RMA)

A Return Material Authorization (RMA) is needed for any type of equipment/parts return. The RMA is issued by Surna Technical Support and the shipping instructions and RMA label are sent via e-mail.

Shipping

Surna's warranty policy states: Shipping items to and from Surna is not covered. Shipping will be covered in the event of a wrong product being sent to the customer or if an exception is made at Surna's discretion.

All returns must be sent to:

Surna Inc.
ATTN RMA
1780 55th Street, Suite A
Boulder CO, 80301
Phone: 303-993-5271

Service Charges

In the event of a unit being returned for evaluation and possible repair, Surna will charge for:

- Evaluation and repair if the unit outside the warranty period*.
- Evaluation and repair of a unit within the warranty period*, if the problem is not due to a manufacturing defect.

Upon evaluation of the equipment, Surna will send a report indicating the findings including pricing for each option.

Repair charges are calculated as follows:

- Total charges = evaluation + repair + materials + shipping

Once the customer indicates which option to follow, a Credit Card Authorization Form must be provided.

Process

Timeline

Evaluation	Standard 3-5 business days (depending on manufacturing workload).
Repair	Upon receipt of Credit Card authorization, the standard time frame is 3-5 business days. Period may be extended depending on part availability.

Advanced Warranty Replacements (AWR)

If Surna Technical Support determines the unit/part must be replaced, and the unit/part is within the warranty period*, Surna may provide the replacement unit/part without prior evaluation. The customer has 30 days after receipt of the replacement to return the unit/part in question for evaluation, or the customer will be billed for the full retail cost of the replacement unit/part.

Before shipping the replacement unit/part, the customer must complete a Credit Card Authorization Form and return it to Surna. An authorization hold charge will be placed. It will be released once the defective unit is received.

Credits

Credit may be granted for New and/or Unused equipment. New & Unused equipment is defined as equipment that has not been removed from the original shipping package, hence, not used. All other equipment is considered used. Surna will cover shipping and grant 100% credit for items that were shipped incorrectly (e.g. wrong equipment) by Surna.

Restock fees** will apply if:

- The customer ordered the wrong product
- The customer no longer requires the equipment

Shipping Charges

The customer is responsible for any shipping charges unless specified by Surna, Inc.

* Surna manufactured units are considered under warranty for 12 months from initial start-up or 18 months from date of shipment, whichever is shorter.

** The standard restock fee is 25%. A higher fee may be applied to units returned with evident cosmetic or other damage.