

## WARRANTY POLICY

**Camden** warrants their product against manufacturing defects. The length of warranty is 3 years, from the date of purchase, unless otherwise stated. Camden CX Series electric strikes carry a 5 year warranty. Camden CV-600 Series piezoelectric keypads, CM-9000, 9200, 9300, 9600 and 9700 Series push buttons and CX-9 Series magnetic locks carry a lifetime warranty.

This warranty applies to products that have failed in the course of normal use, and not the result of improper installation or vandalism. Upon inspection, Camden will repair/replace returned goods, or issue credit. Camden will replace every push/exit switch found to have a manufacturer defect with 2 equal or equivalent replacement units. This warranty does not apply to custom or 'built to order' push/exit switches. This warranty does not apply to removal or installation costs. Camden will not be liable to the purchaser, the customer or any other party for incidental or consequential damages arising from any defect in, or improper case, storage, handling, abuse, misuse or any act of God. Except as stated above, Camden makes no warranties, either expressed or implied, as to any other matter whatsoever.

### RETURN MATERIAL AUTHORIZATION (RMA)

Camden Door Controls will not accept any returned product without a RMA. Upon contact by the customer, Camden will issue an RMA number and email or fax an RMA confirmation document. Camden cannot issue an RMA without reference to a Camden invoice number or customer purchase order number for the original product purchase.

Customers may obtain an RMA by contacting our customer service department by phone: 1 877 226-3369 by fax; 1 888 436-8739 or by email: [csr@camdencontrol.com](mailto:csr@camdencontrol.com).

Camden return material authorizations are valid for 60 days, from date of issue. Goods returned under RMAs after this time will not be accepted.

### SHIPPING/RECEIVING

All returned products must be shipped to us prepaid. Our shipping locations are:

Canada: 5502 Timberlea Blvd.  
Mississauga, Ontario  
L4W 2T7

US: 8905 Whirlaway Lane  
Marvin, NC  
28173

Returned products will not be accepted by our warehouse receiving without reference to a valid RMA number. Goods must be returned with the RMA number clearly marked on the product package and the shipping carton, and the Camden RMA confirmation document is to be attached to the packing slip or waybill.

### REPAIR/REPLACEMENT/CREDIT

Camden will inspect and test returned product within 30 days. Upon our determination of a manufacturing defect, Camden will repair or replace the product, or issue a credit, at our discretion.

In addition to the single product warranty replacement, to the distributor, Camden will also return a second free warranty replacement of any Camden switch, directly to the installation company.

Products returned under an RMA that are found to be fully operational are subject to a 10% restocking charge, at our discretion. Product returned under an RMA that are, in the opinion of Camden, damaged due to incorrect installation or storage will not be repaired, replaced or credited.

### QUESTIONS

Any questions, concerns or comments regarding our warranty policy and procedures should be forwarded to our customer service department.