



**CONTROL  
RESOURCES**  
INCORPORATED

11 Beaver Brook Road • Littleton, MA 01460  
TEL: (978) 486-4160 • FAX: (978) 486-4772  
www.controlres.com • sales@controlres.com

# Limited Warranty & Return Policies

## Limited Warranty:

Control Resources, Inc. (CRI) warrants that its products are free from defects in material and workmanship for a period of two (2) years from the date of shipment. CRI will, at its own option, either repair or replace the defective product, provided the Purchaser has notified CRI, and upon inspection, CRI has found such product to be defective and covered by this limited warranty. The Purchaser's sole and exclusive remedy hereunder will be limited to such repair, replacement or credit.

## Return Policies:

- No returns will be accepted without a Return Materials Authorization (RMA) number.
- Shipping charges to CRI will be paid by CRI for product returned due to; wrong item shipped, wrong component, poor solder joint, component not placed during assembly, other known quality issue. The customer is responsible for shipping charges to CRI for all other cases.
- A credit will be issued based on the condition of the product received. No credit will be issued for microprocessor-based assemblies received without ESD protection.
- A restocking fee of up to 25% for standard product and 50% for "specials" may be charged for product returned for credit only. Custom and obsolete products cannot be returned for credit.
- In the case that a unit is returned for failure analysis where no defect is found or unit is determined to be damaged from misuse by the customer, a service fee of up to \$30 per unit may apply.
- Once an RMA number has been provided, return product to:  
Control Resources, Inc.  
11 Beaver Brook Road  
Littleton, MA 01460 USA  
Include the RMA number on the packaging
- RMA will be void if product is not returned within 60 days