

WARRANTY and RETURN POLICY (RMA)

Warranty

All products sold by Sentran Corporation are guaranteed against defects in material and workmanship for a period of five years from the original date of shipment. Sentran's responsibility is limited to repair, replacement, or refund, any of which may be selected by Sentran Corp. at its sole discretion. Sentran Corp. reserves the right to substitute functionally equivalent new or serviceable used parts.

This warranty covers only defects arising under normal use and does not include malfunctions or failures resulting from: blown fuses, misuse, neglect, improper application, improper installation, water damage, acts of nature, lightning, product modifications, alterations or repairs by anyone other than Sentran Corp.

Except as set forth herein, Sentran Corp. Makes no warranties, expressed or implied, and Sentran Corp. disclaims and negates all other warranties, including without limitation, implied warranties of merchantability and fitness for particular purpose.

Limitation of Liability

In no event shall Sentran Corp. be liable for any indirect, special, incidental, punitive or consequential damages of any kind or nature arising out of the sale or use of its products whether such liability is asserted on the basis of contract, tort or otherwise, including without limitation, lost profits, even if Sentran Corp. has been advised of the possibility of such damages.

Customer acknowledges that Sentran's aggregate liability to Customer relating to or arising out of the sale or use of Sentran's products, whether such liability is asserted on the basis of contract, tort or otherwise, shall not exceed the purchase price paid by Customer for the products in respect of which damages are claimed. Customer specifically acknowledges that Sentran's price for the products is based upon the limitations of Sentran's liability set forth herein.

Return Policy

All returns require prior authorization. Contact Sentran Corp. Sales to request a Return Material Authorization number (RMA). RMA's are only valid for 30 days. Noncancelable, non-returnable (NC/NR) products may not be returned.

- For warranty returns, first contact Support – before removing equipment. Many problems can only be diagnosed and fixed in the field. Wiring errors are the most common reason that equipment is not working properly. If a WattNode meter must be removed, first turn off the power supply to the meter, then unplug the terminal blocks. Do not disconnect the wires from the terminal blocks. Leave the terminal blocks in place with the wires connected. Warranty returns tested and found to be defective will be repaired or replaced. Sentran Corp. will pay ground shipping both ways. If a return is tested and no problem is found, the customer is responsible for all shipping costs.
- For credit returns of unused material or material ordered by mistake, contact Sentran Corp. Sales to request a Return Material Authorization number (RMA). Products must be returned within 90 days from the original date of shipment. Returned material must be received in "as new condition." Your account will be credited only after the return is received, inspected, and tested. A 15% restocking fee is charged on all returned products. The customer is usually responsible for all returned material shipping costs and customs duties. In some situations, Sentran Corp. will pay shipping, for instance if we ship the wrong part number or quantity.
- Clearly print the RMA Number on the outside of each returned box, or address label and on the packing list. Package returned material appropriately; Sentran Corp. will not be responsible for any damage incurred during shipping. If you have any questions don't hesitate to contact our sales team at sales@sentrancorp.com or call 1-888-390-2621, Monday through Friday: 7 a.m. to 3 p.m.



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