



Effective January 01, 2026

# Cartell Warranty and Return Policy

## DEFINITIONS

1. **Product Under Warranty** — A product that was **installed** and is **within the 3-year warranty period**, returned due to an **alleged defect**. The warranty period begins **on the date the Reseller sells the product**.
2. **Product That Has Not Been Installed** — A product that has **never been installed**, is in **its original packaging**, and is being returned for reasons unrelated to performance. *Installed products do not qualify as new product returns.*
3. **Reseller** — Any wholesale entity that sells Cartell products, including **distributors, online sellers, OEMs, and retailers**.
4. **Installer** — A professional who installs Cartell products. Installers are **not** considered resellers and must purchase through a **reseller**, not directly from Cartell.

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## 1. WARRANTY / INSTALLED PRODUCTS

- **Technical Support:**
  - Installers should **contact Cartell Technical Support** before uninstalling any product:  
☎ **717-532-0033 (option 1)**, Monday - Friday, **8:30am - 12:00pm** and **1:00pm - 5:00pm ET**.
  - Have the **serial number, symptoms, multimeter** and **appropriate tools** available and ready.
- **RMA Procedure:**
  - If troubleshooting confirms a potential defect, Cartell will issue an **RMA number**.
  - Cartell does not recommend resellers to handle RMAs. Please direct the installers to contact Cartell Technical Support.
  - Ship defective product to Cartell only **after approval**.
- **Advance Replacements:**
  - Cartell may, at its discretion, **advance-replace** a product.
  - If requested, the defective product **must** be returned to Cartell **within 90 days** of receiving the RMA.
  - If not received within 90 days, **Cartell will invoice** for the replacement.
  - Cartell will pay return shipping **only if** the defective product is shipped within that 90-day period.
- **Testing & Resolution:**
  - Returned products are **tested** to confirm manufacturing defects.



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- If **no defect** is found, the customer or reseller will be notified, and they will be **responsible** for the advanced replacement and shipping costs.
- **Installer / Reseller Roles:**
  - Installers should **always** contact Cartell directly for warranty support.
  - If an installer asks a reseller for an advance replacement, the reseller may choose to do so **only after** the installer has received an **RMA number from Cartell**.
  - If installers skip this step, Cartell is **not liable** for reseller-issued replacements.
- **Return of Original Product:**
  - Once the advance replacement invoice is paid, customers may request the return of their original product (at their expense).
  - Requests must be made **within 90 days** of the invoice date; otherwise, the product will be **discarded**.
- **Reseller Credit Policy:**
  - If a reseller advance-replaces a product and the returned item is later confirmed defective, the reseller may choose **credit or replacement**.
  - If testing shows **no defect**, Cartell will **not** issue credit or replacement.
- **End Users:**
  - End users who purchased through an **installer** must contact that installer for support or replacement.
  - End users who purchased **directly from Cartell's e-commerce site** should contact Cartell directly.

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## 2. RETURN / PRODUCT THAT HAS NOT BEEN INSTALLED

- **Eligibility:**
  - Accepted **within 90 days** of purchase. Returns after 90 days will **not** be accepted.
  - Product must be **unused**, in **like-new condition**, with **original packaging** and **serial number** visible.
  - **Proof of purchase** is required.
  - The purchase must have been made directly from Cartell.
  - Resellers should **not accept returns** from customers who did not buy directly from them; Cartell will **not issue credit** for such products.
- **Approval Process:**
  - All returns must be **approved by Cartell** and issued an **RMA number** by the Technical Support team.
    - ☎ **717-532-0033 (option 1)**, Monday - Friday, **8:30am - 12:00pm** and **1:00pm - 5:00pm** ET.
    - ✉ **Returns@cartell.com**
  - Returns without prior approval, and an RMA number will be **refused**.



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- **Shipping & Fees:**
  - **The customer is responsible for return shipping** on approved new product returns.
  - **20% Restocking fees** may apply.
- **Credits:**
  - **A credit will only be issued after the returned item is inspected** and determined to meet the above requirements
- **Product Boxes:**
  - If a reseller chooses to **resell rather than return a product**, Cartell will provide **replacement boxes** at no charge, shipped **only with existing orders** (not separately).

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### 3. BAD OUT OF BOX

Cartell **tests 100% of products** before shipping, so “bad out of box” cases are rare.

If this occurs:

- Before returning the product, contact Cartell Technical Support at ☎ **717-532-0033 (option 1)**, Monday - Friday, **8:30am - 12:00pm** and **1:00pm - 5:00pm** ET.
- Have the **serial number** ready for troubleshooting.
- A return will only be authorized if the issue is verified as a genuine defect.

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### 4. WARRANTY COVERAGE

All Cartell products are covered for **3 years** against **defects in materials and workmanship**.

This warranty **does not cover** damage caused by:

- Acts of God (lightning, flooding, etc.)
- Improper installation or abuse
- Fire damage or electrical surges
- System integration failures
- Incorrect lid or gasket installation
- Over-tightened or stripped screws/inserts
- Damaged or improperly spliced cables
- Failure to run cable through **non-metallic conduit**

