



This document is provided for informational purposes only. In case of conflict, the "Terms and Conditions" section of the current Schlage Electronic Security List Price Books will take precedence over this document.

Return Materials Authorization (RMA) Request Procedure For Service Related Issues

For all issues not involving a failure in the function or performance of products, the customer will need to contact Sales Support at 877-671-7011, select option 1, and then select a product from the choices provided. Service issues include, but are not limited to:

- Shipping/packing errors
- Customer changes/order issues necessitating a return
- Shipping/carrier issues
- Credit requests/inquiries
- Order/RMA status

Return Material Authorization Request Procedure For Product Related Issues

All requests for return of products for repair or replacement must begin by contacting Product Support at 1-877-671-7011, select option 2, and then select your product from the choices provided. The Technical Team will assist in determining the nature of the issue and help resolve if possible. It is recommended that Product Support is contacted first as most issues can be resolved with basic troubleshooting. If the problem cannot be resolved, the representative will provide the customer a service request number (SR) for reference. The RMA team is responsible for issuing the formal RMA number necessary to return products for repair/replacement.

1. Customer to provide:
 - Either the original purchase order number, sales order, or invoice number(s) – if not available and serial number warranty verification is not possible items will be processed as out of warranty
 - Serial number (if applicable—required for Biometrics)
 - Part number
 - Brief description of the problem
2. An RMA number is required for returns to the factory and will be issued by Schlage. Do not re-use a number on any future shipments as it is unique to each return shipment. Any returned product that differs from those products for which an authorization was obtained, and/or does not have proof of purchase information, if applicable, may be rejected and returned without repair, replacement or credit.
3. Properly package the items and adhere a shipping label with return authorization number clearly marked on the outside of each parcel. Packages not labeled properly may be refused.
4. Send parcel(s) to the address on the RMA confirmation.



WARRANTY REPAIR

- Freight Charges: Customer is responsible for shipping products for repair to Schlage. Repairs covered under warranty are returned to the customer freight-paid via ground service. Expedited shipping is available to dealers upon request for additional fees
- Repair Fees: If determined to be a manufacturing defect, repairs are not invoiced
- Repairs Warranty: 90 days or balance of original warranty period whichever is greater (Please note: Schlage's sole obligation under this warranty is limited to repairing or replacing, at its option, the defective product with new, used, or refurbished equipment.)

Advanced replacements may be available for select products within the warranty period. The dealer must inform the Product Support agent when calling that an advanced replacement is required. In most instances, a purchase order must be submitted by the authorized dealer, who will be billed in advance, for the replacement plus freight charges. Full credit, including outbound freight, will be issued only upon receipt of complete and properly packaged returns and verification that defects are in accordance with the guidelines outlined in the warranty policy. Advanced replacements are "built to order" and may not be available as a stock item. Lead time is generally 7-14 business days, providing it is a standard product/finish.

NON-WARRANTY REPAIR (Not available on all products)

- Repair Fees: non-warranty repairs require a purchase order from an authorized dealer and are invoiced a repair fee. If product sent in for repair is not repairable, an evaluation charge may apply. Schlage does not repair non-Schlage products
- Freight Charges: dealer is responsible for shipping products for repair to Schlage. and will be responsible for the returned product freight charges
- Repairs Warranty: 90 days

RETURN AUTHORIZATIONS ARE VALID FOR 90 DAYS FROM DATE OF ISSUE. NO CREDIT SHALL BE ALLOWED FOR ANY ITEM(S) RETURNED TO SCHLAGE THAT ARE LOST, DAMAGED IN TRANSIT, SHORT-SHIPPED, OR SHIPPED IN ERROR.

WARRANTY DOES NOT COVER LABOR, TRAVEL CHARGES, OR ANY OTHER COSTS INCURRED FOR REPAIR, REMOVAL AND INSTALLATION, SERVICING, DIAGNOSING OR HANDLING OF EITHER DEFECTIVE PARTS OR REPLACEMENT PARTS.