SOUTHERN AVIONICS COMPANY

MANUFACTURERS OF LOW FREQUENCY RADIOBEACONS AND ASSOCIATED PRODUCTS

REPAIR POLICY

Southern Avionics Company (SAC) offers fault analysis, repair and refurbishment of SAC equipment performed by our factory-trained staff.

Items submitted for repair must be accompanied by an Return Merchandise Authorization (RMA) number which will enable us to address your request in the most efficient manner.

Contact our Technical Department to receive RMA before returning items to SAC.

Phone: +409-842-1717 ext. 107
Fax: +409-842-2987
Email: techdept@southernavionics.com

In order for us to process your repair order, the equipment sent for repair must include the following information:

(a) RMA
(b) Purchaser's name, address, telephone number and email address,
(c) Serial Number of the equipment
(d) location of the installation, and
(e) detailed description of problem / reason for repair

Standard repair labor rate: $150 USD per hour.

Minimum repair & evaluation time: 2 hours

Standard repair turnaround time: 14 days, excluding shipping time.

Turnaround time of less than 14 days will be subject to an expediting fee of $50 USD per hour in addition to the standard repair labor rate.

SAC will notify the customer if we determine that the returned item cannot be economically repaired, or if it is more cost-effective to purchase a new item.

Items that we conclude cannot be repaired to meet our established standard of performance will be rejected and returned to the customer, upon request. Pads lifted from circuit boards or burned circuit boards are examples of non-repairable items.

Customer is responsible for all freight costs. SAC assumes no responsibility for any loss or damage of items sent for repair.

Repairs are guaranteed for 90 days after shipment. Warranty applies only to the actual repairs that were made and does not cover any subsequent equipment failures not associated with the previous repair.

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