

**Teklink Security Inc.**

4601 E. Airport Dr.

Ontario, CA 91761

Tel: 909-230-6668 Fax: 909-230-6889

e-mail: [rma@securitymaninc.com](mailto:rma@securitymaninc.com)

WebSite: <http://www.securitymaninc.com>

## Warranty Policy

Manufacturer, SecurityMan Inc., warrants its products to be free from defects in material and workmanship for a period of 90 days from the date of original purchase. This warranty is extended only to the original purchaser of the product. This warranty does not apply to any defects or failures of product caused by neglect, misuse, negligence, accident, abuse, mishandling, misapplication, alteration, modification, power outage, unauthorized/unreasonable use, or any uncontrollable environmental damage. Also, the warranty provided here and liabilities, express or implied, arising by law or otherwise, including without limitation consequential damage, whether or not foreseeable or occasioned by seller's negligence and shall not be extended, altered or varied except by a written instrument signed by seller and buyer.

## Hard Drive Factory Warranty Service

If any hard drive component is diagnosed defective, there is fast direct factory warranty service available as below: To obtain hard drive RMA number (Return Material Authorization number) from hard drive manufacturer, contact: 1. 1-800-2MAXTOR or [www.maxtor.com](http://www.maxtor.com) for Maxtor hard drive. 2. 1-800-275-4932 or [www.westerndigital.com](http://www.westerndigital.com) for Western Digital hard drive.

## Return Policy

SecurityMan offers warranty service to USA only. Canada customers should contact their place of purchase in Canada. Returned merchandise must have RMA number on box and one copy of invoice with prepaid shipment. RMA number represents a return merchandise authorization number. It must be obtained in advance from SecurityMan Inc.'s RMA department. It is SecurityMan Inc.'s discretion to replace or to repair. For returns for credit or refund within 30 days of purchase, a 15% restocking fee will be applied (if purchased direct from SecurityMan), except DOA (defective on arrival) reason. The product must be in good condition and re-sellable. Absolutely no refund after 30 days of purchase. For any return for refund, customers should contact their place of purchase to find out the retailer's return policy.

**Download RMA Form:** [SecurityMan RMA Form.doc](#)

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## RMA Request Form

Customer No.: \_\_\_\_\_

Date Requested: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Tel: \_\_\_\_\_

Address: \_\_\_\_\_

Fax: \_\_\_\_\_

\_\_\_\_\_

| Item No. | QTY. | Invoice # &<br>Serial # | Problem Description | SecurityMan Use<br>Only |
|----------|------|-------------------------|---------------------|-------------------------|
|          |      |                         |                     |                         |
|          |      |                         |                     |                         |
|          |      |                         |                     |                         |
|          |      |                         |                     |                         |
|          |      |                         |                     |                         |

\* Serial numbers must be written on available space of the above table. If needed, attach a separate paper for too many serial numbers.

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| SecurityMan Inc. Use Only |                      |
|---------------------------|----------------------|
| RMA#:                     | RMA Issue Date:      |
| Date Received:            | RMA Issued By:       |
| Date Returned:            | Return Tracking No.: |
| Return For:               |                      |