

Intro

Owning a Phase Technologies product means you are the owner of one of the best performing power electronics on the market. We are so confident that you will be happy with the performance of our product that we are giving you an almost no-questions-asked return policy for the first year.

The Consumer Confident Program (hereafter referred to as "PTCCP"), provides a third year of protection for the Phase consumer. The PTCCP applies 12 months from the date of installation or 18 months from the date of manufacture. After the expiration of the first year, Phase Technologies' standard two-year limited warranty begins.

Disclaimer

Under the PTCCP, eligible products may be returned, refunded, or replaced within the first year, without explanation, if the product:

- ▶ Is in like-new condition; and
- ▶ does not have damage or abnormal wear and tear.

Instructions

As the consumer all you need to do for a return, refund or exchange is call Phase Technologies Customer Support at 866-250-7934 to request an RMA (Return Merchandise Authorization). You may also download the form and then email to rma@phasetechnologies.com. **You must have an RMA number before you return the product.**

Once you have an RMA #, write the number on the outside of the return package and ship to Phase Technologies within 7 business days of the RMA submission. Use the following address for returns:

Phase Technologies
RMA Unit
222 Disk Dr
Rapid City, SD 57701

Upon receipt of your package, and pending approval, the cost of the item will be refunded or exchanged via the same method used to purchase the product. The only cost to the consumer is the shipping costs.

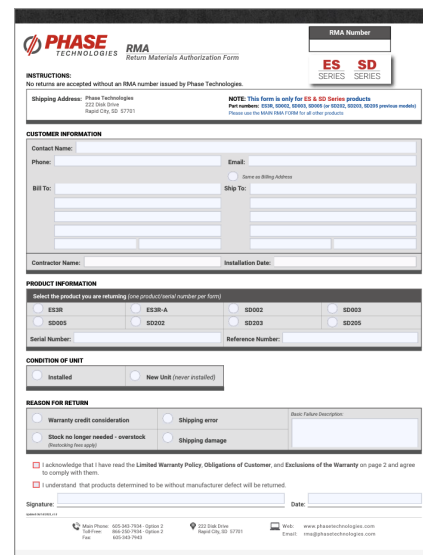
**Please see Warranty | Variable Frequency Drives and Digital Phase Converters | Phase Technologies to reference our warranty policies.*

***The PT-Consumer Confidence CCP is exclusive to the following products: ES3R-A; SD002R; SD003R; SD005R products shipped on or after January 1, 2023.*

MODELS: SD002R | SD003R | SD005R | ESR-A



RMA Form: phasetechnologies.com/v2/downloads



The screenshot shows the RMA Return Merchandise Authorization Form. It includes sections for:

- INSTRUCTIONS:** No returns are accepted without an RMA number issued by Phase Technologies.
- Shipping Address:** Phase Technologies, 222 Disk Drive, Rapid City, SD 57701.
- CUSTOMER INFORMATION:** Fields for Contact Name, Phone, Email, Bill To, and Ship To.
- PRODUCT INFORMATION:** Radio buttons for product models (ES3R, ES3R-A, SD002, SD003, SD005, SD002R, SD003R, SD005R) and a field for Serial Number.
- CONDITION OF UNIT:** Radio buttons for 'Installed' and 'New Unit (never installed)'.
- REASON FOR RETURN:** Radio buttons for 'Warranty credit consideration', 'Shipping error', 'Stock no longer needed - overstock', and 'Shipping Damage'.
- Signature and Date:** Fields for the customer's signature and the date.