

Ordering Information

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All orders can be placed through the Ritron Sales Order Desk from 8:00am - 5:00pm Eastern Standard Time.

Our address is: **Ritron, Inc.**
505 West Carmel Drive
Carmel, IN 46032-7564

Sales Order Desk: 800-USA-1-USA (800-872-1872)
Technical Support: 317-846-1201 x2105
Repair Department: 317-846-1201 x2159
Billing/Credit: 317-846-1201 x2135

Fax: 317-846-4978
Email: ritron@ritron.com
Website: www.ritron.com

To give all dealers the same opportunity, this price list is based on quantity of product purchased.

1. Pro Club Status is achieved by accomplishing \$10,000 in the prior or current year. Once an annual level of \$10,000 is reached, **next-to-best column pricing** is available for the remainder of that year and the next full year. To begin the following year with Pro Club status, \$10,000 must be accomplished in the current year.

2. Elite Club Status is achieved by accomplishing \$60,000 in the prior or current year. Once an annual level of \$60,000 is reached, **best-column pricing** is available for the remainder of that year and the next full year. To begin the following year with Elite Club status, \$60,000 must be accomplished in the current year.

“Mix/Match Pricing” Column Price

Different radios may be combined to earn best column pricing. No scheduled shipments allowed unless approved by Ritron when the order is placed. Pricing is subject to change without notice.

Shipping Charges

Prices are FOB Carmel, Indiana, U.S.A. All U.S. orders are shipped UPS Ground, unless otherwise specified.

Drop Shipments

Ritron will provide drop-ship services at a flat rate of \$15 per shipment within the 48 contiguous states.

Minimum Order

Minimum orders are \$20 (excluding shipping costs and expedite charges).

Terms

Net 30 days to approved accounts. MasterCard and Visa credit cards are accepted. All others COD (money order, cashier's check, or company check). Terms are subject to change without notice.

Returns

Authorization is required for the return of merchandise for credit consideration. If accepted, a minimum 15% restock fee is assessed on the purchase price of the product. Batteries, special accessories and custom products cannot be returned. Shipping and handling charges are not refundable.

Warranty/Repair Department

All radios feature a limited 1 year warranty (see warranty statement for details). Merchandise returned for out-of-warranty or in-warranty repair does not require return authorization. Just include Name, Company, Address, Phone and Email information and a packing slip listing all the items being returned for repair, along with an explanation for the return. **A bill of sale with the purchase date is required for warranty repair.** Radios returned for out-of-warranty repair or modification are subject to standard labor charges. For more information visit <https://www.ritron.com/repair-services>.

Notice: System Engineering Responsibilities

Ritron products can be successfully applied to meet the specific needs of many customers. However, it is not the responsibility of Ritron, Inc. to confirm or guarantee the performance of systems constructed from its radio communication equipment. This includes, but is not limited to the factors of range of transmissions, quality of service, radio interference and interconnection to other systems.

Some of the factors that severely affect the performance of these systems include: co-located transmitters, man-made electrical noise, adjacent channel transmitters, local terrain, co-channel users, temperature extremes, installation techniques, cross modulation and modulation interference.

Be sure you understand how these factors may cause problems with your system, and be certain you are using Ritron products within the limits of good engineering practice. Ritron's responsibilities are outlined in the Limited Warranty and specifications published for each product.

FIXED COST REPAIRS - SCHEDULE OF CHARGES

Flat Rate Repair

See the Flat Rate Repair Fees table below for the list of products that may be repaired at a flat rate. Products returned must be repairable. Ritron reserves the right to refuse to repair returned product for any reason.

What is Covered at Flat Rate

1. Repair/Replacement at our discretion of printed circuit board, components, parts, and sub-assemblies.
2. At our discretion we may replace external labeling and/or clean the housing. We may also opt to replace the housing to ensure the integrity of the electronics inside.
3. Return freight via UPS Ground Package continental US delivery only. Other options are available for a fee.

What Is Not Covered

Flat Rate repairs DO NOT cover expedited or rural/residential shipping, nor do they cover any accessories, including but not limited to holsters, belt clips, antennas, chargers, microphones, speaker microphones, headsets, earphones. All batteries will deteriorate over time with normal use. Therefore, batteries are not covered as part of the Flat Rate repair option. In some product lines, batteries are offered at a discounted price if purchased in conjunction with a repair. See below.

Other Ritron Products Not Listed in the Flat Rate Table

Repeaters, RCCR, and Telemetry systems - including RTU and telephone interconnects, or other interface boards are not part of the Flat Rate repair program. They may be repaired and tested at the rate of \$86 per hour (1-hour minimum), plus parts, shipping and handling if applicable. Contact your account manager for warranty and repair information.

Non-Repairable Units

Conditions that may cause us to deem a unit non-repairable usually include, but are not limited to excessive corrosion, water intrusion, incorrect power supply installation, and serious physical damage.

Expedite Options

Our goal for completing repairs and testing is within 2 weeks of receipt. For an additional fee, we will attempt to ship a repair within 2 business days of receipt. The expedite fees shown here are in addition to the normal repair charge, handling fee, and ship method requested. \$40 each: Portable, Mobile, DTX, or DR Module; \$80 each: All other products.

Estimates, Evaluations, and Repairs

When requesting an RMA or sending an item in for a repair or estimate, YOU MUST PROVIDE: a description of the problem, model number, serial number, a telephone number, email address, and a contact name for the approval of charges or application questions. Shipping and handling fees are added to the customer invoice if applicable. Missing information may delay the repair of your order.

Flat Rate Item Evaluation Fee - Units deemed non-repairable or if an estimate is declined, the customer will incur a \$25 fee plus shipping and handling charges. The \$25 charge will be waived in the event the customer purchases a replacement product.

Frequency change only - \$25 first channel, \$10 to clone each additional radio, \$25 minimum charge per order, plus shipping and handling.

Time & Materials - The estimating process for those repairs which are not covered by our Flat Rate program is quite detailed. Therefore, there is a minimum 1-hour labor charge of \$86.00 plus shipping and handling if applicable, for all refused estimates and/or non-repairable units. Time and materials items include, but are not limited to repeaters, telemetry systems, RTU, telephone interconnects, interface boards and RCCR products.

Terms

All repairs, plus shipping and handling fees if applicable, are to be pre-paid before return shipment. We accept Visa, MasterCard, certified check or money order.

Flat Rate Repair Fees (includes return UPS Ground shipping in continental US Sates)

Ritron Product Family	Flat Rate Repair Fee Per Unit
Base Station (JBS,PBS)	\$140
GateGuard Systems	\$160
Callboxes (RQX-, RQX-XT, Non-GateGuard	\$150
DoorCom (\$-146/7, R-446/7, RDC)	\$150
Loudmouth (LM, LPA, RIB)	\$150
PT/SLX/JV/JU/NT Series	\$140
PT/SLX/JV/JU/NT Series WITH DISCOUNTED REPLACEMENT BATTERY	\$210
JMX Series	\$140
JMX Series WITH DISCOUNTED REPLACEMENT BATTERY	\$185
Quick Assist/Talk (RQA, RQT)	\$140
Telemetry (DTX, DTXM) Tier 1: 2-4 years	\$140
Telemetry (DTX, DTXM) Tier 2: 5 Yrs & Older	\$201

***NOTE:** Rechargeable batteries which are over two years old are past their normal service life and likely do not provide full power for the transceiver. Therefore, they are replaced and billed separately to ensure product performance.

Prices, specifications and terms are subject to change without notice.