

Return Material Authorization (RMA) Process / Replacement of Device

Equipment is delivered to the client site as per the project plan or replacement requests, if any, without delay.

Should a device begin to malfunction, Utility will cross-ship a replacement to minimize disruptions to Department/Agency operations. Installation of replacement devices is not labor intensive, as they utilize quick connectors that do not require tools.

Utility manufactures all products in our state-of-the-art company headquarters facility in Decatur, Georgia, within Metropolitan Atlanta, and maintains inventories of all parts on a constant basis.

Under warranty, after a Support Ticket is opened there is a two-day advanced replacement for hardware issues. Utility will replace parts or replace total unit out of our company facility in Decatur, GA. Utility pays for shipping of parts or whole unit replacement under a return merchandise authorization. Replacement equipment is cross shipped the day after Utility is notified of an issue.

Our devices carry a full replacement warranty against any conditions that an officer encounters during practical law enforcement use. Utility warranties are in full effect for the contract term during a current paid annual SaaS subscription.