

RMA Terms & Conditions

1. Once an RMA request form has been completed, Modulus Technology Ltd (the after-sales and support company for Applied Acoustic Engineering Ltd and Ensign Subsea Systems Ltd) will contact you with return shipping instructions and an RMA number, if applicable.
2. Modulus Technology Ltd has a minimum evaluation fee of £100.00 GBP (+ VAT *where applicable*) for all Return Material Authorisations (RMAs) that are not covered by the manufacturer's warranty. The evaluation fee is credited towards the cost of the repair or disposal if the remedial work is performed. Any parts, additional labour (if needed), and shipping costs will be itemised separately on the final quote.
3. All return shipping costs to the customer, except in the case of repairs fully covered under warranty, are the responsibility of the customer and will either be pre-paid by us and added to the final invoice, or are booked for return using a customer's specified shipping account.
4. Modulus Technology Ltd will not be responsible for any lost or damaged packages, or any packages received with missing items. We recommend you insure your shipment, and obtain a tracking number as a precaution and advise us of it.
5. Modulus Technology Ltd will notify you of any damage or missing items that appear to have occurred during shipping. You will need to contact the shipper to report any issues relating to handling of the package while in transit.
6. Modulus Technology Ltd recommends the use of adequate packing materials to prevent product damage while in transit. The manufacturer's original packaging should be used when available.

7. P.O. Box addresses are not accepted for RMA returns. A physical address must be provided to continue with the RMA process.
8. Units returned will be subject to the manufacturer's original warranty limitations.
9. Modulus Technology Ltd may choose to replace a defective unit with another unit that is tested and verified to be in new or refurbished condition. You may not receive the original unit back.
10. Modulus Technology Ltd may ship out a return product with equal (or greater) specifications if an identical product is no longer available.
11. Any replacements are subject to product availability.
12. Modulus Technology Ltd.'s sole liability, and the exclusive remedy for any acknowledged defect(s) shall be the repair or replacement of the product in question subject to the original manufacturer's warranty.
13. Modulus Technology Ltd does not offer refunds, exchanges, credits, or upgrades.
14. International customers are responsible for any import/export charges incurred – including duties, taxes, brokerage, and other related fees.
15. Modulus Technology Ltd shall not be liable under any circumstances for any indirect, incidental, or consequential damages, or lost data.
16. Any personal data should be removed before returning products to Modulus Technology Ltd. Modulus Technology Ltd is not liable for loss of any personal data stored on returned products.

17. All products must be returned to Modulus Technology Ltd, Atlantic House, Marine Park, Gapton Hall Road, Great Yarmouth, NR31 0NB, UK within thirty days of an RMA number being issued, transportation to us pre-paid, and in strict compliance to Modulus Technology Ltd.'s return and warranty policy for our evaluation and determination of responsibility.

18. Repair estimates should be acted upon within thirty days of issuance. Failure to do so may result in product being returned to customer at their expense, and the RMA number being closed. In such cases, the £100.00 GBP evaluation fee would still apply. Modulus Technology Ltd reserves the right to dispose of uncollected items after 12 months and reserves the right to charge a disposal fee.

19. Modulus Technology Ltd will make every effort to deal with the return promptly, however cannot be liable for any delay.