



Warranty, Repair, and Calibration Services

Tempo Communications offers repair and calibration services for all test equipment we sell. Our repair and calibration processes follow ISO-9000 guidelines and our equipment is maintained using NIST-traceable standards to ensure fast and consistent turnaround for our customers.

Tempo Warranty

Tempo covers its products with a manufacturer's warranty against defects in material or workmanship for a period of one year unless otherwise established by Tempo in writing. To take advantage of this warranty, the complete product must be delivered prepaid to Tempo or any Tempo Authorized Service Center. **This warranty shall not apply to any Goods including but not limited to products which:** (a) Have been repaired or altered outside Tempo's factory (or Authorized Service Center) or in any manner so as, in Tempo's judgment, to affect its serviceability or proper operation, (b) Have been subjected by persons other than Tempo (or Authorized Service Center) to improper handling, operation, maintenance, repair or alteration, or (c) Have been subjected to normal wear and tear, misuse, negligence, improper installation or accident. Tempo's obligation under this warranty, and the Buyer's exclusive remedy for the breach thereof, shall be limited to, at Tempo's option, repair or replacement of any allegedly defective Goods or issuance of credit. All returned Goods are subject to inspection, and if examination does not disclose any defect covered by this warranty, replacement of such Goods or issuance of credit for same will not be approved. Repairs are warranted for 90 days.

Calibration

The recommended calibration interval for all devices is one year from the date of purchase, then every year thereafter. Tempo issues a general Certificate of Conformance document with instruments sold, and certificates of calibration are available at an additional cost.

Repair

Tempo Communications does not recommend any other external repair service, we have a team of seasoned repair technicians authorized to service our equipment. If an item that needs to be repaired is not in the pricing list, please call customer service to see what options are available.



Guidelines for Repair of Instruments

1. Repairs requested during the one-year warranty period will be performed free of charge for devices which exhibit manufacturing defects, poor workmanship, or defective material only. Tempo requires the return of any allegedly defective Goods, transportation prepaid, before honoring any claim.
2. Out of warranty repairs, or repairs requested for devices that have been mishandled, destroyed, opened, or otherwise abused will be performed with all associated costs covered by the customer, i.e. shipping, duties & taxes, etc. **NOTE:** International customers will need to have a shipping brokerage account to comply with the DAP Incoterms.
3. Tempo Communications charges a flat rate for most repairs*. Where the cost of repair exceeds the repair cost, the customer will be contacted with a revised quote for repairs where applicable or classified as Beyond Economical Repair (BER) and the customer can decide if the unit should be returned or put into e-waste at Tempo.

***NOTE:** Advanced Replacement program is available for specific Locator products, call for more info.

Return Materials Authorization (RMA) Procedure - Repair and Calibration

The procedure for sending an instrument to Tempo Communications for repair or calibration is as follows:

1. Customers can request an RMA by using one of the following methods:
 - Go to www.Tempocom.com and to the Support link for Repair; fill in the request form and submit,
 - Email repair@tempocom.com specifying the equipment/SN, and method of payment,
 - Click the Shop Service & Repair link on the Repair page: <https://www.tempocom.com/product-repairs/> & add a repair to your cart,
 - Call 1-800-642-2155 option 3 and speak to a customer support representative
2. Customer will ship items to: Tempo Communications (address depends on items) with the RMA number written on the box; please see price sheet for details.
3. Tempo Communications will receive the units and perform the repair or calibration as needed. Repair turnaround times are generally 2 weeks for Telecom/Wifi instruments, and 3-4 weeks for Fiber Instruments. Repair is warrantied for 90 days.
4. For a complete price list please see the website for the applicable product. Purchase orders for repairs must accompany any non-warranty repair request. Credit card customers will be invited to create an account on the Tempo Communications PayFabric portal and can pre-pay their repairs or request an invoice for payment. Payments made on the PayFabric portal via pre-pay method must have notes regarding the RMA in question for faster processing. Repairs for some items are available via Shopify purchases as well.
5. Repair items left unclaimed will be destroyed after 6months of attempting to contact the customer; in those rare cases, a Certificate of Destruction will be kept on file with the RMA.