

Warranty | Keith McMillen Instruments

Warranty and Return Policy

Keith McMillen Instruments (KMI) offers a 12 month warranty* from date of purchase on all new products against manufacturing defects. KMI requires that all products for warranty replacement be returned to us for evaluation.

Quality is important to us and we use these opportunities to track manufacturing defects and ensure the quality of our instruments.

To verify your warranty you must provide KMI with a copy of your receipt in your communication with our Technical Support Team. Once your return has been authorized we will supply you with an RMA number.

All returns are shipped to:

RMA # _____

2325 4th Street

Suite 3

Berkeley, CA 94710

Once returned we will evaluate the product and, if deemed to have a manufacturing defect, we will replace it free of charge.

However, if the product passes our evaluations we will communicate with you further so we may attempt to uncover the issue you have experienced.

In the event your product is in fact not defective, you will be subject to pay for its return shipping.

USB Cables are not covered by our warranty. Products returned due to a bad USB cable will be subject to return shipping charges.

**Scratch N' Dent / used units are not covered by warranty*