

RETURNS AND REPAIRS

If you are not satisfied with a particular product, please contact your local TDI Representative as soon as possible, or our Customer Service Department toll free at 1-866-466-6633. We will discuss the problem and possible solutions, including and not limited to some of the following options:

1. A credit to your account
2. A replacement
3. A loaner while a repair is done
4. A return with a re-stocking fee

You must have a valid RMA Number before you return goods to TDI. TDI does not accept returned goods or shipments without a valid RMA Number.

SERVICE OF PRODUCTS

Warranty Items: Trinitec stands behind the products we sell. Products under warranty are subject to the same policies as noted above under Returns and Repairs. We ask that you contact us at 1-866-466-6633 to determine the best course of action.

We have partnered with Cansel Survey Equipment as our only authorized Service Repair company.

These are the only authorized Cansel Service Centers to perform repair work for Trinitec Distribution:

Cansel Survey Equipment: 3771 Napier Street, Burnaby, BC, V5C 3E4:
Phone: 604-299-5794

Cansel Survey Equipment: 4718-97th Street, Edmonton, AB, T6E 5S1:
Phone: 780-437-7406

Cansel Survey Equipment: #2-81 Kelfield Street, Etobicoke, ON: M9W 5A3: Phone:
416-249-9595

Non Warranty Items: For products no longer under warranty, we recommend you contact an authorized service center. We recommend the use of our Service provider, Cansel Survey Equipment. You can locate the nearest Cansel location online at www.cansel.ca or by contacting them via telephone at 1-888-222-6735.