



## Warranty

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## Returned Goods Policy and Warranty Information

### Returned Goods Policy

To cooperate with our customers, Transco, Inc. establishes this Returned Goods Policy for all products sold. In the mutual interest of our customers and the company, no exceptions to this policy will be allowed unless approved in writing. Any material returned with a return goods authorization number issued by Transco, Inc., to the distributor from which goods were purchased, is subject to refusal upon arrival.

#### Transco, Inc. Errors

If incorrect merchandise is received by a customer due to a Transco, Inc. error in interpretation or filling of an order, the merchandise may be returned for replacement, with transportation charges at Transco, Inc. expense, provided that the error is reported to our West Columbia office, by the distributor, within 10 days after receipt of the merchandise in saleable condition.

#### Customer Errors

When a customer has made an error in ordering and requests that the merchandise be returned for credit, the goods must meet the following requirements:

1. The merchandise must be of standard stock classification.
2. The merchandise must be in saleable condition. When saleability is questionable, samples must be sent to our office for evaluation.
3. Standard stock classification and saleability also applies to neon plant equipment.
4. Merchandise meeting the above requirements may be returned prepaid for full credit after receipt of verbal authorization from Transco, Inc. to the distributor from which goods were purchased. The verbal request from the distributor for verbal authorization to return merchandise must be received by our office within 30 days after receipt of the merchandise.
5. If requests to return merchandise meeting the above requirements are received after 30 and within 60 days after receipt of the goods, a 15% handling charge will be assessed, plus transportation both ways. Distributors who request to return merchandise that has been in the customer's possession 60 to 80 days, but is otherwise qualified for return, will be subject to a 20% handling charge, plus transportation both ways.
6. Approval to return material will be acknowledged by issuance, to the distributor, of a return goods authorization number (RGA#) to the customer. To qualify for credit as outlined in points 4 and 5, material must be received at the factory within 30 days to date of issuance of the return authorization number. If the material is received after 30 days, the handling charge is subject to change.
7. Merchandise in the customer's possession longer than six months or non-standard merchandise, is not returnable under any circumstances.
8. Where handling and transportation charges apply, they are deducted from the original net purchase price of the material when determining amount to be credited.

**Returns for any reason (company error or customer error) must be authorized in advance by Transco, Inc. and the RGA# should be plainly marked on the carton to be returned. Contact your local sign supply distributor for details on Transco's return goods policy.**

### Shipping Policy

All drop shipments are subject to the following freight surcharge schedule:

1. UPS - \$10.00 will be added to the net cost. This applies to regular, blue, and red service.
2. Motor freight prepaid and add - \$15.00 will be added to the net cost.

All orders shipped on an air freight basis (request by distributor) will be shipped collect or prepaid/add.

All other UPS Shipments are subject to a flat handling surcharge of \$5.00 to be added to the net cost. This applies to regular, blue, and red service.

### Limited Neon Transformer Warranty Return Policy

The following is Transco, Inc.'s neon transformer warranty policy. Please read carefully for important instructions that will apply to you. The warranty of each manufacturer is different and requires strict attention.

#### WARRANTY RETURN POLICY FOR THE VANGUARD GFP® "G" SERIES□, POLY-LOK®, POLY-TRANS®, AND WINDOW TRANSFORMERS

The effective period is two (2) years from the date of manufacture or one (1) year of operation, whichever should occur first. The date is plainly marked on the label on the transformer (see illustration below). To receive replacement/credit for the warranty return, the distributor shall remove and send the top of the transformer with the label still attached to Transco, Inc. Contact your local sign supply distributor if you have a transformer in need of warranty replacement.



#### WARRANTY RETURN POLICY FOR THE VOLTARC® (TRANSCO) SOLID STATE TRANSFORMER (VOLTRONIX□)

The effective period is two (2) years from the date of manufacture or one (1) year of operation, whichever should occur first. The date is plainly marked on the label on the transformer. To receive replacement/credit for the warranty return, the distributor must collect the transformer unit intact (complete unit) from the customer. This includes all cords and wires.

Transco, Inc. will not issue replacement/credit for the warranty return unless the entire unit is returned complete. Contact your local sign supply distributor if you have a transformer in need of warranty replacement.

#### WARRANTY RETURN POLICY FOR THE STANDARD (TRANSCO) TRANSFORMER AND EXPORT MODELS

The effective period is two (2) years from the date of manufacture or one (1) year of operation, whichever should occur first. The date is plainly marked on the label on the transformer. The label must read, "TRANSCO" to be eligible under this return policy. To receive replacement/credit for the warranty return, the distributor shall remove the label from the top of the transformer and send to Transco, Inc. Contact your local sign supply distributor if you have a transformer in need of warranty replacement.

#### WARRANTY RETURN POLICY FOR THE "MINI PT" MODEL TRANSFORMERS

The effective period is two (2) years from the date of manufacture or one (1) year of operation, whichever should occur first. The date is plainly marked on the label on the transformer (see illustration below). To receive replacement/credit for the warranty return, the distributor shall remove the label from the top of the transformer and send to Transco, Inc. Contact your local sign supply distributor if you have a transformer in need of warranty replacement.



#### WARRANTY RETURN POLICY FOR TRANSCO MAGNETIC BALLASTS

The effective period is two (2) years from the date of manufacture or one (1) year of operation, whichever should occur first. The date is plainly marked on the label on the ballast (see illustration below). To receive replacement/credit for the warranty return, the distributor shall return the ballast to Transco, Inc. Contact your local sign supply distributor if you have a ballast in need of warranty replacement.



#### WARRANTY RETURN POLICY FOR TRANSCO EQUIPMENT

All small electrical instruments (Tube Testers, POP Units, Milliameters, Temperature Gauges, Etc.) are only warranted for one (1) year from the date of purchase from Transco, Inc. Transco, Inc. warrants these items should be free from defect. We will repair or replace all covered items free of charge. We are not responsible for damage due to neglect, misuse, or battery replacement. Defective units covered under warranty should be collected by the distributor in "as is" condition unless instructed otherwise. Repairs on electrical items NOT covered under warranty are subject to a minimum labor and handling charge of \$25.00.

#### LIMITED WARRANTY

TRANSCO, INC. warrants to the original purchaser the products described herein to be free from defects in material and workmanship at the date of shipment. NO OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL EXIST IN CONNECTION WITH THE SALE OR USE OF SUCH PRODUCTS. All claims under this warranty must be made in writing. Upon receipt of claim, the Company shall inspect the part or parts claimed to be defective, and the Company shall repair, or at its option, replace, free of charge, any part or parts which the Company determines to have been defective at the time of shipment from the factory; provided, however, that if circumstances are such as to preclude the remedying of warranted defect by repair or replacement, the Company shall, upon return of the products, refund to buyer any part of the purchase price of the products theretofore paid to the Company. Inspection shall, at the Company's option, be performed at the Company's plant, or at such other place as may be designated by the Company, and in such event freight for returning the products to Company's plant or to such other designated place shall be paid by the buyer.

The foregoing states the sole exclusive remedy for any breach of warranty or for any other claim based on any defect in, or non-performance of, the products, whether sounding in contract, warranty, or negligence. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE COMPANY SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE WHATSOEVER ARISING OUT OF, OR IN ANY WAY RELATED TO, ANY SUCH BREACH OF WARRANTY OR CLAIMED DEFECT IN, OR NON-PERFORMANCE OF, THE PRODUCTS.

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