

Digital Video Security Solutions (DV2S) RMA (Return Merchandise Authorization) Policy

Defective / non-conformance products within five days

The purchaser shall have the right to inspect the product(s) on arrival at purchaser's facility. Within five (5) working days after receipt of product(s), purchaser must give DV2S notice of any claim with respect to the condition, quality or grade of the product(s) or non-conformance. An RMA number must be issued by DV2S prior to product return and a valid receipt (a copy of the invoice) is necessary for all returns, credits and warranty service.

In the event the product(s) does not conform, it shall be the option of DV2S to replace the product(s) at seller's expense or credit the purchaser with the amount of the purchase price for the non-conforming goods.

If any returned item is found to be non-defective, a restocking fee (15%) and diagnostic fee (\$75.00 USD per hour) may be assessed as well as any shipping charges for cross-shipped replacements.

All returns must be received by DV2S within thirty (30) days of purchase. Failure of Buyer to comply with these conditions within the time specified in this policy shall constitute irrevocable acceptance of the Product by the Purchaser.

Defective after product acceptance

Products carry a one (1) year warranty from the date of purchase. Purchaser must contact DV2S prior to return of product(s) to receive RMA #.

Replacement parts, labor and return shipping to the purchaser Will be covered for a period of 60 days from date of sale. Purchaser is responsible for shipping cost of product(s) to DV2S. After 60 days replacement parts and return shipping will be provided but labor will be charged at a rate of \$75 hour.

Damages

DV2S does not warrant against damages or defects arising out of improper or abnormal use of handling of the products; against defects or damages arising from improper installation; against defects in products or components not supplied by DV2S; against damages resulting from products or components not supplied by DV2S; or damage resulting from the pick up, in-transit, or delivery of product by a carrier used by DV2S.

Requirements

Returned merchandise requires a valid RMA # clearly marked on the outside of return package, copy of invoice and brief explanation of the problem. Product(s) must be returned in original (or equivalent) packaging. Damage caused by improper packaging will not be covered under warranty. Shipping is nonrefundable. Purchaser is responsible for shipping charges on any return items.

A copy of the attached form must be completed and included in the box.

RMA



RMA (Return Materials Authorization) Form.

Company Name _____

Company Address _____

City _____ State _____ Zip Code _____

Contact Name _____ Phone Number _____

WTS430	WTS860	WTS16120	Minicase	Tower	Rack
WXP430	WXP860	WXP16120			

Serial # _____ Date Shipped _____

Detailed Description of Problem:

(To be completed by DV2S)

Description of Repairs:

Recorded video preserved: Yes No Reset: Users Passwords Sys. Settings

Covered under Warranty: Yes No Date Returned _____

Clearly mark the RMA number on the outside of the box and include a copy of this form on the inside the box. Return the DVR in the original shipping container. Failure to do so could cause extensive damage that will not be covered under any warranty that might exist.