

# IVC RMA Guidelines and Procedures

## Contacting Technical Support

Customers can contact our technical support engineers by phone (617-467-3059), fax (617-687-0759), or email ([support@ivcco.com](mailto:support@ivcco.com)) for assistance.

## Return Merchandise Authorization ("RMA") for Product Repair

If a repair is required, the customer must request and obtain a RMA number through fax or email. For your convenience, a Return Merchandise Authorization Form is on the IVC website support page (<http://www.ivcco.com/support/rma.doc>). This form must be completed including a RMA number provided by IVC Tech Support. Freight must be prepaid. The RMA number is valid for 30 days and customer must re-obtain the RMA number if not used within 30 days. IVC will not accept any unauthorized returns or freight collect returns. We will return the entire shipment, even if a portion of it has an RMA, to the sender at their expense. If a returned product contains parts that are no longer available or repairable, IVC will contact the customer to discuss a resolution. Unless notified by exception from Industrial Video and Control (IVC), RMA orders will be repaired and returned within 14 business days of shipment arrival at our facility. Shipping time is not included. Every effort is made to expedite repairs. Return the product(s) with a completed Return Merchandise Authorization Form included and clearly marked on the box. Any package return to IVC without a RMA number will be refused and sent back to the sender at sender's expense.

## Packaging and Shipping

Protecting the value of returned products by packaging and shipping them correctly is sender's responsibility. We reserve the right to deny warranty coverage for any damage caused by improper packaging or items damaged in shipping. The customer is responsible for shipping expenses to IVC in all cases. If in warranty, IVC is responsible for shipping charges back to customer. If out of warranty, customer is responsible for all shipping charges.

## Upon Receipt of the Product by IVC

We will evaluate the product and:

1. Repair or replace any product(s) covered by the warranty and return the product(s) to the customer, or
2. If the product is not covered by warranty, IVC will inform the customer with the reason(s). We will also provide in writing, an estimated repair cost. All out-of and non-warranty products repaired by IVC will be charged a minimum \$75 for evaluation for an initial hour, parts cost, plus any shipping and handling charges. In the event the customer does not want IVC to proceed with the repairs, the product will be returned to the customer un-repaired, and the customer will be billed a \$75.00 evaluation fee, plus any shipping and handling charges.

At IVC's sole discretion, we will issue a credit to the customer instead of repairing or replacing the products when we determine that repair or replacement is not an option.

If it is determined that the product is functional with no defects found, it will be shipped back to the customer and an inspection service charge of \$75 USD will be issued, and the customer will be responsible for all shipping costs to and from IVC.