

DIGITAL LOGGERS, INC.
RMA Request

Product: _____ **Serial number(s):** _____
Problem Experienced: _____
Invoice Number: _____ **Invoice Date:** _____

Customer Service Policies

Items believed to be non-functional when received are classified as DOA. This term covers defective, incompatible, and unsatisfactory items. DOA items must be returned within 15 days of the original shipping date to obtain a credit, refund, or exchange. After 15 days, DLI will, at its sole discretion, repair or replace items in warranty with identical, new, or functionally equivalent refurbished products. No refunds will be made outside of the DOA period. Shipping charges are non-refundable. Freight for items returned for service is paid by the customer; return freight to the customer is paid by DLI.

Please call technical support before returning any item. Most problems can be resolved with a phone call. Returned items must be accompanied by an RMA number assigned by DLI support. Returns must be shipped prepaid with a (approved) RMA Request. Units must be returned in their entirety; partial returns will not be accepted. Replacement materials cannot be shipped until the returned materials are received and tested. Freight, shipping, and customs charges are not refundable. DLI will test items returned for refund to determine their operational status. Most RMAs are replaced within 5 working days of receipt. Returns are shipped via Federal Express Ground service. If other shipping service is desired, the customer is responsible for any additional shipping expense.

Shipping Instructions:

- A. If possible, use the original shipping box and packing. When original packaging is not available, wrap with 2 inches of bubble wrap or non-movable foam cushioning. DO NOT USE peanuts or packing material that can shift or settle during transit. Place in a sturdy cardboard box.
- B. Write the Return Material Authorization number on outside of the box above the address.
- C. When shipping multiple items, each item must be, packed as above. Products must not directly touch each other and cannot move inside the packaging.
- D. Place a copy of this (approved) RMA request inside of the box with the product.
- E. Ship to Digital Loggers, Inc. Attn: RMA _____ 2695 Walsh Ave. Santa Clara, CA 95051

Inspect your product thoroughly as all warranty claims will be voided if product is received with the following:

- Damaged, modified, opened or dented product
- Damaged during transport as a result of improper packaging
- Missing parts (e.g., screws, interface cards, etc.)
- Evidence of tampering (e.g. broken seals, labels removed or torn).
- Covered breather holes

Name: _____ **Company:** _____
Phone: _____ **Email:** _____
Email this form to: rma@digital-loggers.com

DLI USE ONLY

ASSIGNED RMA NUMBER: _____ **This RMA Number is valid for 30 days.**
APPROVED BY: _____ **DATE:** _____