

DIGITAL LOGGERS, INC. RMA Request

RMA Policies

Returned items must be accompanied by an RMA number assigned by DLI support. Returns must be shipped prepaid with an (approved) RMA request.

Units returned for refund must be returned in their entirety; partial returns will not be accepted. Units returned for repair should not include power cords or accessories to reduce shipping costs.

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 returned 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.

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