DIGITAL LOGGERS, INC. RMA Request

Due divet/e	serial #(s)**:
Product(s)): Serial #(5) .
Problem(s	
bserved**	:
** = Require	If the problem occurred during a firmware update, indicate the versions upgrading from and to.
Invoice N	umber(s): Invoice Date(s):
Please call technical support before returning any item. Most problems can be resolved with a phone call. Shipping Instructions:	
	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. Keep accessories and power cords unless the item is being returned for a refund. Write the Return Material Authorization number on outside of the box above the address. When shipping multiple items, each item must be, packed as above. Products must not directly touch each other and cannot move inside the packaging. Place a copy of this (approved) RMA request inside of the box with the product. Ship to: Digital Loggers, Inc. Attn: RMA 2695 Walsh Ave. Santa Clara, CA 95051
Return	ship-to address**:
Name**	: Company:
Phone*	*: Email**:
	Email this form to: rma@digital-loggers.com
DLI USE ONLY	
ASSIG	NED RMA NUMBER: This RMA Number is valid for 30 days.

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APPROVED BY:

DATE:

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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

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