

Returned Merchandise

All items returned to i³ must be accompanied by an RMA number without exception. Merchandise without an RMA number will be refused by i³'s receiving department. Please include this RMA number on the waybill or shipping label and written clearly on the top, right corner of the box itself.

RMA number can be obtained by sending email (support@i3international.com) or speaking with i³'s Technical Support Department (1-877-877-7241). i³'s Technical Specialists will determine if it is necessary to issue an RMA; if approved an RMA number and a record of the following customer's information will be obtained:

- a) Model and serial number
- b) Date of shipment, PO number, Sales Order number or i³ invoice number
- c) Details of defect or reason for return

All RMA's must include i³'s Invoice number or your PO number for the unit in question. (without this number – i³ cannot issue a credit). The customer will be directed to include the RMA number with the shipment back to i³'s premises

**** IMPORTANT ****

Prior to shipment of replacement units or parts from i³'s premises, i³ requires a PO from the customer citing i³'s RMA number as confirmation that the customer wishes to have this product sent to their attention.

HVR/NVR/DVR - 45 day warranty

If major components within the unit need to be replaced by i³'s technical staff and unit is covered under 45-day warranty, i³ will ship out a new unit to replace the non-working unit only under the following special circumstances:

- customer PO for replacement unit is received at i³'s premises (citing RMA number).
- replacement unit is shipped to customer with new invoice.
- faulty unit shipped back to i³'s attention with RMA form.
- unit received at i³'s facility (as RMA is indicated on box).
- RMA form sent to accounting.
- Credit memo generated for replacement unit.

If only minor components need to be replaced, only part is being shipped out:

- If only a part is being shipped, PO for part is required from customer (citing RMA number), invoice is generated and credited upon return of the old, defective part.

Customers who wish to accumulate a full box of components before shipping must request an RMA number when ready to ship the product. Please ensure to keep track of Serial, invoice, and PO numbers per item.

Freight: Customer will be responsible for freight one way, and i³ will be responsible for freight on return. If the unit becomes defective within 30 days from original shipping date (not resultant from abuse or neglect), i³ will pay freight two-ways.

i³ reserves the right to change this policy without prior notice. Refer to the most recent copy of this policy only. Other copies will be considered invalid.

*Please note that the RMA number will expire 30-days from date of issue. At this point, please be sure to request a new RMA number.

i³ Under Warranty

These items must be returned, transportation charges prepaid. Items must be accompanied by an RMA number obtained from i³ and must not be returned without such written permission. Any product returned without prior authorization will be sent back collect. See i³'s limited warranty policy for further details on the return of i³ HVR/NVR/DVR under warranty.

Out of Warranty, Request for Repair Procedures

NOTE: Diagnostic fee \$345 + labour + parts will be charged on any out of warranty unit. i³ requires a PO from customer prior to issuing RMA number for this Diagnostics Fee. Unit will be subject to a non-refundable \$345 Diagnostic Fee.

i³ Repairs

- customer requests an RMA – for repair.
- RMA number sent to customer, Customer sends unit to i³ and is received at i³'s premises.
- Unit is inspected by RMA technician.
- estimate for repair is generated and sent to customer.
- customer issues PO for repair - i³ requires a PO from customer prior to initiating repair on the HVR/DVR/NVR unit in the event that there are any repair charges. The charges will be billed to customer under this PO after i³ has shipped the product back to you. A repair RMA out of warranty will not begin until the PO has been received.
- Unit is repaired.
- when the product is repaired, the product will be returned to customer and the repair charges invoiced under customer's PO.

i³ Parts Replacement

- i³ Products to be returned must be within 45 days of date of manufacture for credit in unopened, original box. For non-dated products, item(s) must be received within 3 months of original invoice date.
- Send a RMA number request to Tech Support including date and reason for return along with a PO for replacement product. If replacement product is not required (replaced out of stock) please provide the PO number that the item(s) were originally ordered under or the invoice number that they were billed on. An RMA number will not be issued without this information.
- RMA number will then be sent to you via e-mail. The RMA number must be included with all returned product. Product returned without an RMA number will be refused and returned to you collect. All i³ Products received under RMA number are subject to inspection and testing before determination is made to allow credit.
- Upon receipt of your PO for replacement product, the order will be filled ASAP pending stock availability.
- When the defective product is received, full credit will be issued against the invoice
- All parts that had been replaced should be shipped back to i³'s premises within 30 days of receipt or credit will not be issued. This includes all components of the i³ HVR/NVR/DVR including audio cards, cables and accessories

Return for Credit

i³ products may be returned to i³'s premises for a full credit, excluding freight costs, provided they are new & unused and in "resale condition", their manufacture date is not more than 3 months old, and they are returned in their original, unopened packaging within 30 days of shipping to customer. Shortages and defects must be reported immediately. Claims for losses or damage in transit must be made, as provided by law, to the transportation company by the buyer. If the RMA unit has been received more than 30 days from the original shipping date and is not more than 90 days old, there will be a 25% restocking fee charged. A credit memo of 75% of the original invoice, excluding freight, will be issued to the customer provided that all other RMA conditions are met.

- Customer must request an RMA – marked Return for Credit. Please note reason under "Reason for Return". Also please note the PO number or invoice number that the item was purchased under.