

[Returned Merchandise]

All items returned to i³DVR must be accompanied by an RMA number without exception. Merchandise without an RMA number will be refused by i³DVR's receiving department. Please include this RMA number on the waybill and written clearly on the top, right corner of the box itself.

RMA number can be obtained by speaking with i³DVR's Technical Support Department (1-877-877-7241). i³DVR's Technical Specialists will determine if it is necessary to issue an RMA; if approved an RMA number and a record of the customer's information obtained and the following information will be obtained:

- a) Model and serial number
- b) Date of shipment, PO number, Sales Order number or i³DVR invoice number
- c) Details of defect or reason for return

All RMA's must include i³DVR's Invoice number or your PO number for the unit in question. (without this number – i³DVR cannot issue a credit). The customer will be directed to include the RMA number with the shipment back to i³DVR's premises

** IMPORTANT **

Prior to shipment of replacement units or parts from i³DVR's premises, i³DVR requires a PO from the customer citing i³DVR's RMA number as confirmation that the customer wishes to have this product sent to their attention.

If major components within the unit need to be replaced by i³DVR's technical staff and unit is covered under warranty, i³DVR 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 i³DVR's premises (citing RMA number).
- replacement unit is shipped to customer with new invoice.
- faulty unit shipped back to i³DVR's attention with RMA form.
- unit received at i³DVR'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.
- Once repaired, the unit is shipped back to the customer's attention.

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

Freight: Customer will be responsible for freight one way, and i³DVR 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), i³DVR will pay freight two-ways.

i³DVR 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 and request a new RMA number.

[i³ DVMS Under Warranty]

These items must be returned, transportation charges prepaid. Items must be accompanied by an RMA number obtained from i³DVR and must not be returned without such written permission. Any product returned without prior authorization will be sent back collect. See i³DVR's limited warranty policy for further details on the return of i³ DVMS under warranty.

Out of Warranty, Request for Repair Procedures

- customer requests an RMA – for repair.
- RMA number and form sent to customer, unit sent and received at i³DVR's premises.
- Unit is inspected by RMA technician.
- estimate for repair is generated and sent to customer.
- customer issues PO for repair - i³DVR requires a PO from customer prior to initiating repair on your unit in the event that there are any repair charges. The charges will be billed to customer under this PO after i³DVR 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 DVMS Under Warranty]

Replacement i³ Products

- i³ Products to be returned must be within 45 days of date of manufacture for credit in unopened, original box. For non-dated product, item(s) must be received within 3 months of original invoice date.
- Send a completed RMA Form 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 faxed to you. 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 if there is stock available. When the product is received, full credit will be issued against the invoices, the original PO and invoice that the product was purchased under.
- All parts that had been replaced should be shipped back to i³DVR's premises within 30 days of receipt or credit will not be issued (this is because i³DVR in turn will not be able to return the product to its manufacturer after a certain time frame). This includes all components of the i³ DVMS including audio cards, cables and accessories.

[Return for Credit]

i³ DVMS products may be returned to i³DVR'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 15 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 15 days from the original shipping date and is not more than 60 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.
- All i³ Products returned which are not required will be subject to a 25% restocking charge.