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| RMA # | |
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Return Authorization Form

Thank you for giving us the opportunity to serve you! Please complete this form and email it to rmadept@costarvideo.com or fax it to **469-635-6822**. We will process your request and a copy of this form will be forwarded to you with the RMA number to be included with your return. Any item sent without a RMA number will be refused.

By acceptance and use of this assigned RMA number the customer agrees to the following:

A diagnostic fee of \$50.00 for non-warranty related issues will be applied to any repair cost. If an estimate is not approved, or the unit does not require any repair the diagnostic fee will be assessed at the discretion of Costar Video Systems. Also, Costar will do its very best to preserve any and all data from digital video recorders but will be held harmless if unable to save the data stored in the unit under repair.

**Please ship unit to: RMA Department, 101 Wrangler Drive, Suite 201, Coppell TX 75019.
The RMA number must be clearly displayed on the package return label along with a copy of this form.**

| CONTACT INFO <small>Main contact for returns Please include multiple contacts if necessary</small> | RETURN ADDRESS <small>Please ship unit to: Costar Video Systems 101 Wrangler Suite 201 Coppell, TX 75019</small> | |
|---|---|---|
| Company: | Address: | |
| Contact: | Suite: | |
| Phone: | City : | |
| Fax: | State : | |
| Email: | Zip : | |
| <i>The RMA number must be clearly displayed on the package return label along with a copy of this form. Please ensure that your product is returned with the original packaging material or properly packaged to avoid possible damage during shipping.</i> | | |
| Model Number: | Reason for Return/ Description of Problem (Required): | |
| Serial Number: | | |
| Date of Purchase: | | |
| Costar Invoice #: | | |
| Costar Case #: | | |
| Original PO #: | | |
| <input type="checkbox"/> Warranty Repair | <input type="checkbox"/> Non Warranty Repair | <input type="checkbox"/> Credit <small>(Reason for return must be listed above)</small> |

All returns are provided as a service to our customers. Items returned that do not meet these guidelines will be sent back or charged an additional restocking fee at the discretion of Costar Video Systems. For warranty information, please visit www.costarvideo.com/support/limited-warranty.

Terms and Conditions

- **New condition** products are un-opened, unused, clean box with no writing or markings - can be sold as new again.
- **Defective or bad out of box** products have failed due to a component issue. Not including physical damage such as dents, scratches, or failures due to improper installation methods. A detailed description of the problem is required!
- **Advanced Replacement** products are available before your return is processed for credit. However, if the return is not eligible for credit the advanced replacement order it is considered a new order and payment is due per your account terms.
- **No problem found** products are that have been returned as defective and no fault is found upon evaluation. Properly working products are not eligible for credit and will be returned to you and the diagnostic fee of **\$50.00** will be assessed.
Please be sure defective items are truly defective!
- **Special order or discontinued** products are not eligible for return for any reason other than "defective or bad out of box".

Restocking Fee Information

- 0% New OR defective items returned within 30 days from date of purchase.
- 15% New and unused items returned within 31-90 days from date of purchase.
- 25% New and unused items returned within 91-180 days from date of purchase.
- Non returnable - any items purchased after 180 days from date of sale or special order/discontinued product.