

Enhanced Network Systems, Inc.

Return Merchandise Authorization Policy and RMA Request Form

RMA #:

General Policies

We want every customer to be a satisfied customer. However, sometimes product is damaged in transit, mistakes are made, or quality control misses. We want to make it right if we can. If there is a problem or if you have a concern, please contact us and let us help. Sometimes there are solutions that don't require any product return at all; sometimes field repair by a certified tech yields the best and fastest resolution. eNS accepts returned product, ships replacements and issues refunds and/or credit with prior written approval (as evidenced by a valid RMA#) and at its' sole discretion. Before sending or returning anything to eNS please get in touch via telephone or email and obtain a RMA number. We want to provide you with the best service we can as quickly as possible and having knowledge of an issue before it arrives ensures we can do that. RMA#'s are good for 14 days from the date of issue and product must be received within 30 days of the RMA# issue date. Warranties, service agreements and other service items are not eligible for return. Please make sure to ask you sales representative about product return eligibility.

Defective Product Returns

Products with manufacturer defects will be replaced with another product of the same make and model. In case of advanced replacement you will be invoiced for the replacement product and if the defective product is not returned or if it is determined that it does not qualify as a manufacturer defect the invoice for the replacement product will be due for payment immediately.

Non-Defective Products Returns

We may accept non-defective product for return at our sole discretion. The requestProduct must be returned in original packaging and complete with all manual, cables, disks, software, paperwork and all other accessories. The returned product must be in the same condition in which it was received, in saleable condition and the original packaging must not be destroyed or defaced in any way. If we accept non-defective product for return it will be subject to a 25% restocking fee. For shipping damage returns please take pictures of the damage to the outer shipping box and any internal damage you can see upon opening the outer box. Include these pictures along with the attached form.

Returns Without an RMA#

We may or may not receive returned goods on our dock. We reserve the right to reject any unknown or unsolicited shipment. Our physical receipt of goods does not constitute a commitment or acknowledgement to any return status or obligation on our part

To obtain an RMA# please follow these steps:

1. Please provide us with the information on form on page 3 of [this document](#).
2. Record the information above and enclose a hard-copy along with the shipment you send to us to ensure adequate customer/product identification. We recommend using the original product packaging.
3. Put the RMA# on the outside of your return product package(s) to further ensure RMA identification.
4. Ship the package to:

Enhanced Network Systems, Inc.

Attn: Returns – RMA#_____

14 Inverness Drive East, Suite F100

Englewood, CA 80112

5. When we receive the product we will inspect it, noting its condition and the condition of the packaging materials and confirm that the product and the RMA paperwork are correct and matches. Make sure to include all cables, peripherals, manuals, software, etc...
6. We will also determine if the disposition of the product relative to the resolution (i.e. repair, replace, credit) requested and determine its eligibility and the corresponding action will be taken (refund, account credit, repair, item replacement, etc...).
7. If the product does not qualify we will then notify you with an explanation and return the product to you upon your instructions and at your expense or dispose of the product at your discretion.

Enhanced Network Systems, Inc. RMA Request Form

Company Name:				Your Name:		
Company Contact Information:				Your Contact Information:		
Return Initiation Date:		eNS Sales Rep.:				
Reason For Return:						
Requested Resolution:						
Additional Notes:						
Item Description:	Stock Number:	Quantity	Serial Number(s):	PO#	Invoice#	Requested Resolution: <input type="checkbox"/> Repair <input type="checkbox"/> Replace <input type="checkbox"/> Credit