

RMA #	<input type="text"/>
Date Issued	<input type="text"/>

# RMA Request

Return Merchandise Authorization Form. Please refer to Terms & Conditions before submitting any requests.

**Contact Info:** Please enter the contact information for the company returning products

Company	<input type="text"/>	Contact	<input type="text"/>
Address 1	<input type="text"/>	Address 2	<input type="text"/>
City	<input type="text"/>	State/Province	<input type="text"/>
		Zip Code	<input type="text"/>
		Country	<input type="text"/>
Phone	<input type="text"/>	Email	<input type="text"/>
		Fax	<input type="text"/>

**Shipping Info:** If left blank, returns will be shipped to the address provided in contact information

Company	<input type="text"/>	Contact	<input type="text"/>
Address 1	<input type="text"/>	Address 2	<input type="text"/>
City	<input type="text"/>	State/Province	<input type="text"/>
		Zip Code	<input type="text"/>
		Country	<input type="text"/>
Phone	<input type="text"/>	Email	<input type="text"/>
		Fax	<input type="text"/>

**What company did you purchase your products?** If you are not an InVid Tech Authorized Account

Company

**A Ticket Number is NOT an RMA number. You MUST request an RMA number to send the equipment back. A ticket number issued by tech support or an approved RMA number does NOT guarantee an automatic replacement or credit. Upon return of equipment, credits will be reviewed.**

**CREDIT IS NOT GUARANTEED AND ISSUED UNTIL RETURNED UNITS ARE DEEMED DEFECTIVE BY INVID TECH TECHNICIANS.**

Repair	Replace	Exchange	Credit**	Qty	Model Number	Serial Numbers	Reason for Return (Please be Specific*)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Information:

**Internal Use Only**

Received Date	<input type="text"/>	In-Warranty:	Yes	No	Re-Stockable:	Yes	No
Inspected Date	<input type="text"/>	Action Taken	<input type="text"/>				
Completed Date	<input type="text"/>	<input type="text"/>					

\*Please refer to InVid Tech's RMA terms and conditions. Submitting a request for return does not guarantee a return authorization. \*\*Subject to 25% restocking fee.

# InVid Tech RMA Terms & Conditions

All products returned to InVid Tech require a pre-approved Return Merchandise Authorization (RMA) number. Please contact the InVid Tech RMA department for an RMA number. RMA numbers are for single use only, and cannot be used again for another return. Shipments without a RMA number marked clearly on the outer packaging or label may be refused. RMA numbers are valid for 15 days. After that, you must call for a new RMA number. All RMA's should go through proper channels. Products purchased through a distributor should have the RMA go back through the distribution channel. Only with prior approval will InVid Tech accept RMA's directly from the dealer or end-user. When shipping directly to us, you must put the name of the distributor from where you purchased the product. Please be as specific as possible with the reason for return. Otherwise, we may not be able to troubleshoot the exact problem. If there is no reason for return or the description is vague, only the basic tests will be performed such as video, power, image quality, infrared (if applicable), and it will be returned to the customer in the same condition it was received. InVid Tech is not liable for replacing missing screws or accessories. The product will be returned exactly as received. The warranty for repaired products is 180 days from the time it shipped from InVid Tech.

## SHIPPING

The Sender is liable for any shipping charges (plus any duties/tax for international shipments) sent to InVid Tech Returns Dept. InVid Tech does not issue Return labels/Call tags. Products returned to InVid Tech via C.O.D or Freight Collect will be automatically refused. Customer will be responsible for return shipment if the products are found non-defective. Written on the RMA form must be the part number, serial number, and the reason for return. If the serial number is not listed, the product will be handled as an "out of warranty" product. InVid Tech will pay the ground shipping charge when returning the repaired or replaced unit to the customer; any other method of shipment is the responsibility of the customer. InVid Tech is not responsible for returns that have been damaged during transit due to improper packaging by the customer.

## WARRANTY REPAIRS

InVid Tech will repair or replace units that are still under warranty free of charge. InVid Tech may use refurbished units or parts to repair/replace the RMA units. Custom made products are non-refundable. If the custom product is defective, we will repair or replace the product per our discretion.

## NON-WARRANTY REPAIRS

There is a minimum labor charge of \$50 plus the cost of parts to repair out of warranty products. InVid Tech will notify the customer with a quote. If the customer declines the repair, InVid Tech will ship the product back to the customer un-repaired or disposed of at our facility with customer's approval. All charges are to be paid by the customer's current terms. If the customer does not have terms, all charges must be paid in advance by credit card.

## CREDIT RETURNS

InVid Tech will not issue credit for any used or installed products. Credit will be issued only for return product(s) and not the shipping cost. Distributors that issue advanced replacement to their customers should do so at their own risk. Credit is not applicable to the following products; customized and/or OEM products, special orders including non-stocked items such as PAL/CCIR models, built-in audio models, discontinued or obsolete products, used or demo/sample/installed products, accessories that include, and not limited to, power adapters, cables, voltage converters, and lenses.

There is a twenty percent restocking fee (25%) for all credit returns. Credit returns for wrong orders, customers that are not satisfied, stock rotation, changed mind, refused packages, and any other reasons not related to manufacturers defect or fault, are subject to the 25% restocking fee. Credit must be pre-approved and is not guaranteed until the product is received, inspected and approved by the RMA Dept and that it meets the credit requirements. Products must be returned within 30 days of purchase and returned in original condition and packaging to be approved for credit. After 30 days but before 90 days, credit returns will be issued house credit.

## ADVANCED REPLACEMENT

Advanced replacement requires prior authorization from the RMA dept. Advanced replacement products can be new or refurbished depending on availability. Advanced replacement shipments will be prepaid by InVid Tech for ground shipment. Products that are received after the advanced replacement has been made and are found to be in working condition, or not found to be manufacturers defect in material or workmanship, the customer is responsible to pay for the advanced replacement and pay for the shipment back to the customer.

## DOA

If the product is not working out of the box, you must contact your distributor or InVid Tech within ten days of receipt. Once determined that product is DOA by InVid Tech, a replacement will be shipped out on our account upon receipt of the DOA unit.

## WARRANTY EXCEPTIONS

Warranty is void when caused by improper installation, abuse, negligence, accidents, vandalism, missing serial number label, improper use of power, any unauthorized tampering, repairs, or modifications, acts of nature such as earthquakes, tornadoes, floods, lightning strikes and other acts of God.

## DEAD PIXEL POLICY

For dead pixel warranty, please refer to our RMA department for more information.

## STOCK ROTATION

For stock rotation terms and conditions, please refer to our stock rotation policy for more information.

## Cameras

### Standard IP Cameras

Paramont, Vision, Ultra Series  
3-Years

### Standard HD Analog Cameras

Paramont & Ultra Series  
3-Years

### PTZs

Paramont & Ultra Series  
2-Years

### Mini PTZ

PAR-ALLDRPTZXIR2808  
2-Years

### Covert Cameras

Paramont & Ultra Series  
2-Years

### Stainless Steel Cameras

Paramont & Ultra Series  
1-Year

## Recorders

### NVRs

Paramont, Vision, Ultra Series  
3-Years

### DVRs

Paramont & Ultra Series  
3-Years

## Monitors

IMHD-17/19/1943/20/22/24/27  
IMHD4K-28TELE  
1-Year

IMHD4K-28/32/43/55/85  
IMHD-22HVB/22H/27HV/27HV  
2-Years

## Accessories

### Master Power Supplies

Lifetime Warranty

IPS-DCR18-18-1UL Power Supply  
1-Year

### Plug-in Power Supplies

1-Year

### Security Lighting

2-Years