

## **Inovonics RMA (Return Merchandise Authorization) Agreement.**

January 1, 2017

**NOTE:** A signed copy of this form must be returned with the equipment to be repaired.

Items returned to Inovonics that are past the warranty period will be repaired under the following conditions:

- An RMA number must to be issued by Inovonics before a repair is received by the factory.
- All units for repair shall be sent to: Inovonics Inc., 5805 Highway 9, Felton CA 95018 USA (+1 831.458.0552) and the RMA number must be written on the outside of the carton.
- An estimate will be given (written / verbal) regarding the expected costs of the repair if requested by the customer.
- Repairs will be prioritized and under most circumstances will be shipped back to the customer within 10 working days after receiving it at Inovonics Inc..
- The minimum repair charge is \$195.00. This includes 1 hour total of troubleshooting, repair, calibration, and return packaging.
- If additional time is needed beyond the first hour to complete troubleshooting, repair or calibration, the rate will be \$145.00 per hour.
- All repaired units will be shipped via UPS ground unless other arrangements are made. All shipping charges are the customer's responsibility and will be added to the final invoice.
- All parts costs will be billed to the customer.
- All repairs made by Inovonics are warrantied for 90 days from the date the item is returned to the customer, for the same issue the unit was originally sent to Inovonics Inc. for.
- **IMPORTANT:** Sign and return, as an acknowledgement of this agreement, a copy of this form inside the carton that you are returning your gear to Inovonics in. Also, write the RMA# in large print on the outside of the carton.

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Sign for Authorization

Date

RMA#

*Direct all correspondence to [info@inovonicsbroadcast.com](mailto:info@inovonicsbroadcast.com) or 831-458-0552  
This policy is effective January 1, 2017.*