

Returns can be processed with Fast Service if you read this checklist carefully and follow its instructions. This will help us expedite our service to you. This Checklist MUST be Completed, Signed and Included with your Returned Merchandise Package.

**COMPLETE THIS CHECKLIST AND INCLUDE IT WITH YOUR RETURN PRODUCTS. DO NOT SEND ANY ITEMS WITHOUT RMA NUMBER**

**IMPORTANT: DO NOT DISCARD YOUR**

**DEFECTIVE PART.** All original parts must be returned to Optiview using a prepaid UPS Return Service Label, if included or attached inside the package. Please return your original defective part within three days of receipt of the replacement part. If Optiview does not receive the original part within 14 days, the cost of the replacement part or system will be charged to you without any prior notice.

*Note: ALL RETURNS FOR REPAIR OR REFUND ARE CAREFULLY INSPECTED UPON RECEIPT: Returns of non-defective merchandise may be returned for a refund or exchange for 15 days from date of purchase as long as the equipment is still in "as new" condition at Optiview's sole discretion. A 15% restocking fee may apply. Shipping costs are not refundable.*

*"As New" means that all items must be undamaged and in their original cartons and packaging along with all accessories, documentation, and parts. No wires or pigtailed can be cut. The product exterior must be intact and unmarked. The original carton must be in another "shipping" box. No postmarks or labels shall be on the original box. Cable must be unopened (or still on reel).*

*A Return Merchandise Authorization (RMA) number must be obtained from Optiview prior to the return of any merchandise. An RMA number is only valid for 14 days (returned products must be received within 14 days from issuance of the RMA number).*

*All products are warranted by Optiview Inc. for 1 year from date of purchase. If a product is defective, at the sole discretion of Optiview, we will repair or replace it. The customer is responsible for the shipping to send the product to us. We will cover the freight to return the product back to the customer.*

Go to [www.optiviewusa.com](http://www.optiviewusa.com) for complete details on warranty and return policy.

**STEP 1: CHECK RETURN PACKAGE**

All products being returned must be 100% checked and repackaged using the ORIGINAL PACKAGING provided from the replacement part.

**STEP 2: WRITE THE RMA NUMBER on the outside of the package, call 904-8555-1121 or LOGIN at: <http://support.optiviewpro.com:81/> to get RMA NUMBER**

Returns for refund or repair will not be accepted without a valid Return Merchandise authorization (RMA) number. RA number is valid for only 14 days from the date issued. DO NOT SEND WITHOUT RMA number. Any unauthorized returns will be documented and returned to the sender.

**STEP 3: SECURE, SHIP AND INSURE YOUR RETURN**

Place the defective part that you removed from your system or unit in an anti-static bag, box it and tape the box shut.

All electronic parts must be place in an anti-static bag or, if any, the original packaging materials. Provide enough insulation for your shipment.

For your records, make a note of the tracking number used on the label and the date you shipped the part.

**STEP 4: APPLY THE RETURN SERVICE UPS LABEL**

Apply the UPS Return Label over the existing UPS label. Make sure you completely cover the old UPS label.

**Call UPS at 1-800-PICK-UPS (742-5877)** to schedule a pick up or drop it off at any UPS Store.

**Optiview Inc. is NOT responsible for items sent to us that are lost or damaged in transit.**

**IMPORTANT:** Completely fill out this form and enclosed it with your return item package:

**Signature Required:** THIS SHEET MUST BE INCLUDED IN YOUR RETURNED PACKAGE. I have read, understand and accepted all the above conditions mentioned herein.

Printed Name over a Customer signature is required:

Customer Invoice or Order# \_\_\_\_\_

RMA number: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Clip and use this Label to Ship Return:

**Ship TO Address:**

**Optiview Inc.**

**Attn: RMA# \_\_\_\_\_**

**5211 Fairmont Street**

**Jacksonville, FL 32207**