

(Return Merchandise Authorization)

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 PRODUCT. DO NOT SEND ANY ITEM WITHOUT RMA NUMBER

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 within 14 days from date of purchase as long as the equipment is still in "as new" condition at Optiview's 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 http://www.optiviewusa.com/return_warranty.htm for other 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.

*All packing materials, manuals, CDs and other accessories **must** be included in the original packaging; otherwise, at the sole discretion of Optiview, a 15% restocking fee will be charged against the customer's account. If the return item is for a refund, the refund process will be DENIED.*

The following criteria will be used, but not limited to, for accepting, rejecting or refusing credit or refund:

1. Products which are improperly packaged.
2. Returned in a damaged or tampered with original packaging (e.g. labels on original box)
3. Missing Parts or Windows Key label and/or Serial number
4. Any dents, cracks, scratches on item's body.
5. Cracked, burned odor or evidence of burned components or damaged to the circuit boards.

STEP 2: CALL FOR RMA NUMBER @ 904-855-1121 or LOGIN at: <http://support.optiviewpro.com:81/>

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

STEP 3: SECURE, SHIP AND INSURE YOUR RETURN

We highly recommend that you fully insure the package you are sending to us. **THIS IS FOR YOUR PROTECTION.** All electronic parts must be placed in an anti-static bag or, if available, the original packaging materials. Provide enough insulation to your shipment. We suggest that you use a "traceable carrier" that can provide you with proof of delivery or a tracking number. **Optiview Inc. is NOT responsible for items sent to us that are lost or damaged in transit.** Customer will be responsible for all shipping expenses for any returned items. Shipping cost are non-refundable.

IMPORTANT: YOUR RETURN MUST COMPLY WITH ALL THESE CRITERIA MENTIONED HEREIN:

Otherwise, your return may be denied or the service response may be significantly delayed.

Signature Required: THIS SHEET MUST BE INCLUDED IN YOUR RETURN 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