
Inovonics RMA (Return Merchandise Authorization) Agreement.
July 1, 2022

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 unless specifically excluded in Inovonics' warranty policy available on our website.

DO NOT send cords or manuals with your return. They will NOT BE shipped back to you.

- An RMA number must 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.
- 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.
- There is a minimum repair charge of \$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.
- The cost of all parts used for the repair will be billed to the customer.
- An estimate will be given (written / verbal) regarding the expected costs of the repair if requested by the customer.
- All repairs made by Inovonics, Inc. are warrantied for 90 days from the date the item is returned to the customer, limited to the same issue for which the unit was originally repaired.
- Payment Terms for the repair are "Due Upon Receipt".
- **IMPORTANT:** Sign and return this form to acknowledgement your agreement. Include a copy of this form in the carton with your unit when sending it to Inovonics for repair.

Write the RMA# in large print on the outside of the carton.

Sign for Authorization

Date

RMA#

Direct all correspondence to info@inovonicsbroadcast.com or 831-458-0552 This policy is effective July 1, 2022.