



Inovonics, Inc.

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Inovonics RMA (Return Merchandise Authorization) Agreement.

September 1, 2025

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). **Write the RMA# in large print on the outside of the carton.**
- Inbound shipping charges for repair are the responsibility of the Customer, regardless of warranty status.
- 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 \$325.00**. 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 **\$275.00** per additional hour.
- The cost of all parts used for the repair will be billed to the customer.
- **Once your unit is repaired, you will be emailed an Invoice with a secure link to be paid by credit card or EFT. This must be done BEFORE your unit is returned to you.**
- All repaired units will be shipped via UPS ground unless other arrangements are made. All return shipping charges for non-warranty repairs are the customer's responsibility and will be added to the final invoice.
- An estimate can 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.
- **IMPORTANT:** Sign and return this form to acknowledge your agreement. Include a copy of this form in the carton with your unit when sending it to Inovonics for repair.

Sign for Authorization

Date

RMA #

Direct all correspondence to info@inovonicsbroadcast.com or 831-458-0552.
This policy is effective September 1, 2025