

Data Direct, Inc.

R.M.A. POLICY SIGN -OFF SHEET

A Return Material Authorization Number (RMA) is assigned only when a customer accepts Data Direct's policy regarding returns. Please read this policy carefully then complete and Sign the agreement below. Once you fax the completed policy to Data Direct your RMA Number will be faxed back to you.

1. All returns require Customer acceptance of the RMA policy.
2. Returns received without a RMA will be refused.
3. A RMA number is never given verbally. Your RMA number will be faxed to you upon receipt of this signed policy to Data Direct.
4. The faxed RMA number must be affixed on the outside of the box/package. Packages without the RMA number will be refused.
5. Material shipped to Data Direct in anything other than Data Direct's approved packaging may void the material warranty.
6. The customer is responsible for insuring ALL shipments to Data Direct. The insurance amount must be equal to the value of the material.
7. Any shipping and/or handling damage to the material caused by improper packaging (i.e. not using the original box) will not be covered by any warranty that may otherwise be in effect and repair costs due to such damage will be the responsibility of the customer.
8. The customer pays shipping to and from Data Direct unless the material is being returned is covered by warranty or was shipped in error by Data Direct. The customer pays shipping to Data Direct for material returned when it is covered by warranty. Data Direct pays for ground shipping to the Customer for material returned when it is covered under warranty. The customer is responsible for the difference between ground and any faster method of shipment.
9. Equipment that is not covered by warranty has a minimum evaluation charge of \$150.00 plus the cost of the repairs (if any) payable by credit card or COD.
10. RMA numbers are only valid for 30 days after they are issued. Material with an RMA number must be received within those 30 days. If the 30 days expire before the RMA is received, the customer will need to re-apply for an RMA number.
11. In addition to the above policies, Returns for Credit will follow the following policies:
 - a. Authorized returns must be returned in new condition and received in their original packaging.
 - b. Data Direct does not accept returns or exchanges for credit without prior written authorization from Data Direct's Technical Support Manager or Customer Service Department.
 - c. Approved credits will be issued against the invoice after the material is received to and inspected by Data Direct. Merchandise not received is charged to the customer.
 - d. In certain cases, a restocking fee of 15% may be charged for returns; determined at time RMA is issued.
 - e. Any repair, damage, used or missing items discovered after inspection will also be charged against original invoice.

I (we) agree to the policies above:

Company Name: _____ Contact Name & Title: _____

Shipping Address: _____

Phone #: _____ Fax #: _____ Email Address: _____

Signature _____ Date: _____

Model or Product Description: _____ Serial #: _____

Please fax back to Data Direct at 781-449-5370