



Return Authorization Form

RMA#

Thank you for giving us the opportunity to serve you!

Please complete this form and email it to rmadept@costarvideo.com or fax it to **469-635-6822**. We will process your request and a copy of this form will be forwarded to you with the RMA number to be included with your return. Any item sent to IVS Imaging without a RMA number will be refused. **By acceptance and use of this assigned RMA number the customer agrees to the following: A diagnostic fee of \$50.00 for non-warranty related issues will be applied to any repair cost. If an estimate is not approved, or the unit does not require any repair the diagnostic fee will be assessed at the discretion of IVS Imaging. Also, IVS will do its very best to preserve any and all data from digital video recorders but will be held harmless if unable to save the data stored in the unit under repair.**

Terms and Definitions

- **New condition** - Un-opened, unused, clean box with no writing or markings -can be sold as new again.
- **Defective/Bad out of box** - Failure due to component issue. No physical damage inclusive of any dents, scratches, or failures due to improper installation methods. Detailed description of the problem is a MUST!
- **Advanced Replacement** - We are happy to ship replacement items before your unit is processed for credit however if the returned item is not eligible for credit the advance replacement order is considered a standard order and payment is due according to the terms of your account.
- **No problem found** - If an item is supposed to be defective and no fault is found upon evaluation the item is not eligible for credit. It will be returned to you and the diagnostic fee of **\$50.00** will be assessed. Please be sure defective items are truly defective!
- **Special order and discontinued items** are not eligible for credit return for any reason other than "defective/bad out of box". See warranty policy for repair coverage.

Restocking Fee Information

- 15% New OR defective items returned within 30 days from date of purchase.
- Non returnable - any items purchased after 30 days from date of sale or special order/discontinued product.

Customer Information:	
Company:	Address:
Contact:	Suite:
Phone:	City :
Fax:	State :
Email:	Zip :

Please ship unit to: RMA Department, 101 Wrangler Drive, Suite 201, Coppell TX 75019. The RMA number must be clearly displayed on the package return label along with a copy of this form. Please ensure that your product is returned with the original packaging material/carton or properly packaged to avoid possible damage during shipping.

Model Number:	
Serial Number:	
Date of Purchase:	Original PO#:
Costar Invoice #:	
**Reason for Return/ Description of Problem (Required):	
<input type="checkbox"/> Warranty Repair	<input type="checkbox"/> Non Warranty Repair <input type="checkbox"/> Credit (reason must be listed above)

All credit returns are provided as a service to our customers. Items returned that do not meet these guidelines will be sent back or charged an additional restocking fee at the discretion of IVS Imaging.