RMA Instructions

Returning Products for Warranty Repair:
Enable-IT, Inc. warrants to the original purchaser of the Product ("you" or the "End User") that, for the specific period based on the type of product, commencing on the date the Product was purchased (the "Warranty Period"), the Product will be substantially free from defects in materials and workmanship under normal use and conditions. **Electrical damage is not an item that is covered under this warranty or extended warranties.**

If authorized by Enable-IT to return a Product which does not conform to the warranty set forth above, the End User must: (1) Using the return materials authorization (RMA) number from competing the authorized Technical Support / RMA form located here: http://support.enableit.com and otherwise fully comply with Enable-IT's then-current RMA policy; (2) return the Product to Enable-IT, Inc. in its original packaging freight pre-paid; and (3) provide to Enable-IT the original receipt or bill of sale establishing the date on which the Product was purchased.

Please ship Authorized RMAs to: Enable-IT Processing Facility
16600 Harbor Blvd, Suite I
Fountain Valley, CA 92708

Packaging Guidelines:
Write the RMA number on the outside of each returned shipping box.
Reuse the original packaging material and cables/power adapters to return the defective kit.
Please treat the return as you would expect us to treat products sent to you.

Shipping Guidelines:
Customer is responsible for shipping cost related to the return of the defective product
A shipping method using an appropriate carrier that provides a tracking number is recommended. NOTE: Enable-IT cannot not accept responsibility for any lost shipments unless proof of delivery to the Enable-IT processing Facility address is provided.

Product(s) delivered to Enable-IT without a valid RMA number or does not have the valid RMA number prominently displayed on the outside of the package can be returned to the Customer unopened. Product(s) delivered to Enable-IT's Corporate Nevada address can be refused and or billed for additional shipping costs incurred to reroute to our RMA facility. Enable-IT reserves the right to refuse shipment and return the package to the customer if received without proper packaging or damaged.

If you have any questions, please contact us at any of the appropriate office below.

European Sales:
+44 1 908 560200
+44 1 908 565533 fax
http://www.enable-it.eu
sales@enable-it.eu

North American Sales:
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