

## VSS MONITORING, INC. RETURN MERCHANDISE AUTHORIZATION PROCESS

### **General Provision:**

If the Original Buyer returns defective product to VSS Monitoring during the period in which the product is warranted against such defect, at VSS Monitoring's option, VSS Monitoring will either replace or offer credit for the defective product. Replacement product may be a repaired product, refurbished product, or the equivalent new or upgrade product at VSS Monitoring's sole discretion.

### **Return Merchandise Authorization:**

For all products being returned to VSS Monitoring, including return shipment of defective or service parts, the customer must first call VSS Monitoring to obtain a Return Merchandise Authorization number (\*RMA\*). The RMA must be affixed to the outside of the package to insure proper handling and crediting. In all cases the customer must include a copy of the bill of sale or other proof of purchase with the shipment. In all cases the customer must include the original power supply for that product when returning the product. All products shipped to VSS Monitoring or an authorized servicing dealer shall be in the original packaging or comparable packaging affording an equal degree of protection. Product not clearly displaying the RMA number, not in the original or comparable packaging, without the original power supply, or does not include proof of purchase, may be refused.

### **Additional Customer Responsibilities:**

Customer is responsible for shipping charges and insurance charges for any products returned to VSS Monitoring. VSS Monitoring will be responsible for shipping charges of any warranty product delivered to the customer. All replacement/repaired products are shipped FedEx Ground unless a rush is requested. The cost of such a shipping upgrade is to be paid by the customer prior to shipment.

### **Evidence of Purchase:**

VSS Monitoring may request purchase verification information (original invoice) prior to authorizing warranty services.

### **Contacting VSS Monitoring:**

For contacting customer or technical service departments call +1 (408) 585-6800, fax to +1 (408) 585-6899, or email to [tsupport@vssmonitoring.com](mailto:tsupport@vssmonitoring.com)