

CONSUMER WARRANTY RETURN FORM



RMA# _____

PERSONAL INFORMATION

Full Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: () _____

Alternate Phone: () _____ Email Address: _____

PRODUCT INFORMATION

Product Type: _____

Problem Description: _____

Place of Purchase: _____

Date of Purchase: _____

INSTRUCTIONS FOR RETURNING WARRANTED PRODUCT FOR EXCHANGE

- You must call Customer Service at **(1-800-876-0800)** to request a Return Authorization ("RMA"). All returns and exchanges must be accompanied by an RMA number in order to be processed properly. If your shipment arrives without an RMA number, your warranty claim will be delayed. You must include your RMA number on the outside of the package (written legibly). We must receive your return package within 90 days from the date you submit your RMA request. Please retain the RMA number for your records.
- **Important** – There will be a \$15 processing fee, payable by cashier's check or money order, made to **Directed Electronics**. Please include the cashier's check or money order with your package.
- You are responsible for return shipping costs. You may use your preferred carrier. We recommend that you use a traceable method of shipment. If your shipment is lost for any reason and you do not have proof of delivery, you will not receive a replacement.
- Pack your return carefully. The package you return to us must include all items from your original purchase, including the main unit and all accessories. In addition, you must also include a **copy** of your original proof of purchase. Please note you will be responsible for the cost of any missing items.
- Non-Warranty Returns – For inquiries regarding out of warranty products please contact Customer Service at **(1-800-876-0800)**.
- Please allow 4 to 6 weeks for your exchange to be processed.

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Once you have packaged your product and written the RMA number on the outside of your package, please send to:

Directed Electronics

Attn: Warranty Department
One Viper Way
Vista, Ca 92081

Charges and fees

You are responsible for return shipping and missing parts charges. Directed Electronics will be responsible for shipping the product back to you.

As previously stated there will be a \$15 processing fee, payable by cashier's check or money order, made to **Directed Electronics**. Please include the cashier's check or money order with your package.

For any additional questions please contact Customer Service at **(1-800-876-0800)** or you can email us at customerservice@directed.com.