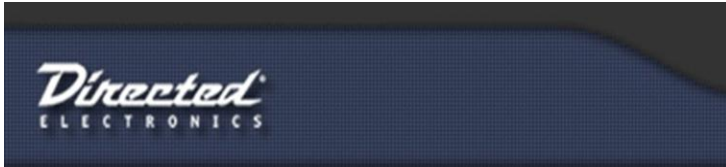


CONSUMER WARRANTY RETURN FORM



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 contact Customer Service to request a Return Authorization (RMA) number before sending the product in for warranty coverage. If your return arrives without an RMA number, your warranty claim will be delayed. We must receive your return package within 30 days from the date you submit your RMA request. Please retain the RMA number for your records.**
- **The warranty starts the date you purchase the product. It MUST be purchased and installed by an authorized Directed Electronics Dealer. You will need to provide proof of purchase including the dealers name, your name, product model number and price you paid for the unit including installation. Installation receipt does not apply to do it yourself models. (DIY)**
- **As stated in your product owner's guide, Directed Electronics has the option to repair or replace your defective unit. You must include all of the items from your original purchase. If you just send the main module and remotes, our only option will be to repair the unit.**
- **Your warranty will be void if we determine the product was damaged through misuse, mishandling, negligence, if any bar-coded labels or serial numbers have been altered or removed.**

CONSUMER WARRANTY RETURN FORM

Instructions for returning your product for warranty coverage:

1. **Contact Customer Service to request a Return Authorization (RMA).**
2. **Print and complete the Warranty Return Form in full.**
3. **Carefully package your return product to avoid damage during transit. (Be sure to include a legible copy of your purchase and installation receipt)**
4. **Place a copy of the Warranty Return Form inside the box.**
5. **Clearly write the RMA number on the outside of the box. (If you fail to do this, processing of your return will be delayed)**
6. **Ship your product back to us. (We recommend using a traceable carrier that can provide proof of delivery as Directed Electronics is not responsible for lost or undelivered product)**
7. **Please allow 2-3 weeks for your exchange to be processed once it is received. (Directed Electronics will be responsible to cover the shipping charges back to you)**

Please send to:

Residents within the United States

Directed Electronics

Attn: Warranty Department

One Viper Way

Vista, CA 92081

1-800-876-0800

customerservice@directed.com

Residents within Canada

Directed Electronics Canada, Inc.

Attn: Warranty Department

2750, Alphonse Gariépy

Lachine, QC H8T 3M2

1-800-361-7271

ccs@directed.com

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.**
- **For any additional questions please contact Customer Service via email or phone as noted above.**