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# RMA Request Form

Customer ID:		Date:	
Company:			
Address:			
City:		State:	Zip:
Phone:		Fax:	
Contact:			
Email:			

Purchased From:
Name of Technical Support Person Spoken To:

RMA#:
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Model Name:	Invoice #:
Serial #:	Invoice Date:
Problem:	

Model Name:	Invoice #:
Serial #:	Invoice Date:
Problem:	

MVD Warranty Repair Policy:

- Returns must be shipped freight prepaid. All return shipping charges are your responsibility.
- MVD requires pre-authorization for the return of all products. Products not authorized for return shall be sent back to you at your expense. MVD will not be liable for any loss of or damage to unauthorized return items.
- MVD will repair or replace the products, and we will ship all products free via UPS Ground or a carrier of MVD's choice.
- Damaged products will be returned "AS IS" by UPS Ground, freight collect.
- We will ship, at your expense, via any express carrier service you request. When you request a carrier other than MVD's carrier of choice, you will bear risk of loss and freight expenses for such shipments.

Return Procedure:

- Before calling for an RMA number, please make sure that you have correctly followed the installation instructions and operating procedures for the products that are located in the user's guide.
- Call our Return Merchandise Authorization (RMA) department and request an RMA Request Form.
- On the RMA Request Form, make sure you have the following information: Contact name; Contact phone and fax number; Email address; MVD product part number; Serial number for each product returned; Complete description of the technical problems for each product returned.
- A copy of original sales invoice must accompany the RMA Request Form.
- Send RMA Request Form and sales invoice to fax: (610) 921-5713 or email: rma@mobilevideodevices.com. RMA number will be issued within 24 hours after all proper documents have been received. MVD may refuse to issue an RMA number in the event of failure to provide the above information mentioned in item (3) and (4).
- All returns must be complete including accessories, cables, manuals and software included with the original shipment.
- RMA number should be clearly written on the shipping label and the label placed on the shipping box.**
- All unlabeled, mismarked or illegibly marked products will be refused or returned "AS IS" by UPS Ground, freight collect.
- All packages which appear to be damaged at the time of delivery to MVD will be refused "AS IS".
- Please be assured that the products sent to MVD were the same products for which the number was issued. If the products do not match the products under the assigned RMA number, MVD will return all products by UPS Ground, freight collect.
- No return accepted without an RMA number, absolutely no exceptions.
- 12. RMA number is valid for 21 calendar days after authorization. We reserve the right to refuse returned item(s) beyond 21 days from the date RMA number is assigned.**