



Return and Repair Policy

DVTel's number one priority is to our valued customers. We are committed to providing unmatched services and support globally, 24/7, 365 days per year. DVTel would like to ensure that our customers are fully satisfied with their purchase. In the event that a product that was bought directly from DVTel needs to be returned, please follow the procedures below to guarantee prompt and accurate service of the return.

In Warranty RMA

To obtain day-to-day support, DVTel's Technical Support must be contacted at: 1-888-DVTEL-77, to determine if the product is in warranty. The product serial number will be required at the time of the call. The technician will evaluate and troubleshoot the issue(s) during the call. If the unit is defective, a RMA number will be issued and the product must be returned to DVTel with the RMA number clearly marked on the outside of the package. It is the customer's responsibility for all shipping expenses incurred.

It is recommended that the customer insure the shipment, failure to do so means that you are accepting liability if the product is lost or damaged in shipment. Returned products will be tested to establish if the product is defective.

If support determines that the product is functional, it will be shipped back to the customer and the customer will be charged a \$100 evaluation fee. Defective products will be replaced with an identical or similar, new or refurbished product at DVTel's discretion.

Advance Replacement Service RMA

The Advance Replacement service enables in stock replacement units to be shipped out the same day a RMA is issued.

If Technical Support determines that a unit is defective and the customer needs the replacement unit in advance, an Advance RMA will be issued.

The customer will be charged for the list price of the unit, and will be credited when DVTel receives the defective unit.

If the unit is not in stock, a replacement unit will be shipped within 10 business days via UPS ground unless expedited shipping is specified and paid for by the customer.

Replacement units will be shipped to the customer via UPS ground unless expedited terms are specified and paid for by the customer.



Out of warranty RMA

If a product is out-of-warranty, DVTel will charge a \$100 USD fee for the evaluation. Prior to proceeding with the evaluation of a product that is out-of-warranty, DVTel will send the customer a repair evaluation that must be signed for approval and returned via fax to: 201-712-0343.

If the unit is determined to be defective the customer has the option of purchasing a new product, buying a replacement or having the existing unit repaired. (In all cases DVTel will waive the \$100 evaluation fee).

DVTel will ship the merchandise via UPS ground within 10 business days, unless expedited shipping is specified and paid for by the customer.

Payment

All out of warranty repairs, will only be fulfilled by credit card payments only.

All merchandise returned for credit may be subject to at least a 20% restocking and refurbishing fee* depending on the condition of the returned product.

*Not to exceed 50%

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