



## RMA Return Instructions:

1. Customers must obtain a valid RMA number before shipping product back to ESA.
2. Download and complete the RMA form from the ESA website and fax the printable form to ESA.
3. ESA will analyze the data and issue an RMA number if eligible.
4. After receiving the RMA number from ESA, follow the instructions outlined below or on the RMA form. Ship to the address on the form.
5. The RMA number must be marked on the shipping label and the shipping paperwork that accompanies the shipment.
6. Product shipped to ESA without an authorized RMA number will be refused or returned C.O.D.
7. RMA numbers expire 15 days after the issue date.
8. ESA RMA numbers are linked to specific products, quantities, and invoice numbers and invoice dates when issued. Shipments that deviate from the original product type, quantities, and invoice numbers and dates will be refused or returned C.O.D.
9. Claims for incomplete, defective, and/or missing accessories must be made within 15 days of receiving merchandise.
10. All international sales are final with the exception of Canada and Mexico.

## Returns for Credit

To receive credit for standard product, the product must be in resalable condition complete with original packaging, documentation and accessories. Requests for credit returns must be made within 14 days of the original shipment. ESA will maintain sole discretion in determining the condition of the product returned for credit upon evaluation.

- Credit may be refused for any of the following conditions:
  - Wrong user settings or configuration. (Denied or accepted with additional charges).
  - Improper packaging and/or handling.
  - Natural disaster related product damage (beyond repair).
  - Removal or modification of product identification labels.
  - Product altered, abused, disassembled, repaired, or modified (without ESA authorization).
  - Accidental damage.
  - Product used for purposes outside design boundaries.
  - Harsh operating environment.
  - Lack of proper maintenance.
  - ESA is not responsible for loss of data associated with digital storage media whether due to hardware failure or other reason.
- ESA has no obligation to accept RMA requests for mistakenly ordered items. Exceptions may be considered based on an individual basis.
- A minimum 15% – 30% restocking fee will apply. Return requests will not be accepted for items shipped more than 15 days after the date of the request.

## Returns for Repair

- Warranty repair or replacement may be refused for any of the following conditions:
  - Wrong user settings or configuration. (Denied or accepted with additional charges).
  - Improper packaging and/or handling.
  - Natural disaster related product damage (beyond repair).
  - Removal or modification of product identification labels.
  - Product altered, abused, disassembled, repaired, or modified (without ESA authorization).
  - Accidental damage.
  - Product used for purposes outside design boundaries.
  - Harsh operating environment.
  - Lack of proper maintenance.

- ESA is not responsible for loss of data associated with digital storage media whether due to hardware failure or other reason.
- Items are found to be working. (Products will be returned at customer's expense).
- Non-warranty repair or replacement will be at ESA standard rates.

For further information, please see ESAs return policy at [www.esapcsolutions.com](http://www.esapcsolutions.com)

After receiving an RMA number, ship  
RMA Product to:

**Electronic Solutions Associates**  
**Attn: RMA Department**  
**803 Stevens Avenue**  
**Oldsmar, FL 34677**