

What is an RMA?

A Return Material Authorization (RMA) is a confirmation from SWRemote that we will accept and process your return according to requested procedure. An RMA approval number is required on all equipment returns (regardless if the equipment is being returned for repair, credit or refund)

Why is it used?

Use of RMA numbers will ensure efficient processing. When returning equipment to SWRemote, please ensure that you have read and understand both the policy and the shipping instructions for the return procedure you wish to perform. Equipment received by SWRemote without an RMA number will likely take considerably longer to process and may not be processed to the client's desired expectations. RMA numbers must be used when returning equipment for credit, repair or refund.

SWRemote RMA Process Explanation

- STEP 1:** Read the repair/return policy and shipping instructions
- STEP 2:** Print and Fill out the RMA Request PDF.
- STEP 3:** Fax the form to SWRemote
- STEP 4:** Receive RMA number (allow 3 to 5 business days to process)
- STEP 5:** Return the equipment according to the shipping instructions.

SWRemote Service Repair Policy

SWRemote equipment may be returned for repair under the following conditions:

1. Please fill out an RMA form and send to SWRemote to obtain an RMA #.
2. While not required, it is helpful to include a copy of the purchase invoice for items being returned.

SWRemote Refund Return Policy

SWRemote equipment may be returned for refund under the following conditions:

1. Please fill out an RMA form and send to SWRemote to obtain an RMA #.
2. Products are unused and undamaged and in original box containing all equipment, pieces/parts.
3. Products were purchased within twenty (20) days from the refund return date.
4. Products are subject to a 20% restocking charge per line item.

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5. Customized products are subject to a charge of not less than 20% and not more than 50% of the FFP price.
6. Products that require factory repacking are subject to an additional charge for material and labor.
7. Please include a copy of the purchase invoice for items being returned in the return shipment.
8. client will be responsible for return shipping charges.
9. Uncreditable returns may be abandoned or the client will be responsible for any shipping charges (COD).
10. Refunds will be credited to client's credit card, please allow 4 to 6 weeks for processing.

Shipping Instructions

1. Please make certain that the RMA# is listed legibly on the box or mailing label.
2. Please include a copy of the completed RMA form with the shipment (Packing List).
3. Ship Only Items Authorized under the RMA
4. Ship Prepaid Only to:

SWRemote Equipment Returns

403 Main Street - Suite 400
Buffalo, NY 14203

SWRemote RMA Contact Information

Phone: 1-800-566-6940

Email: support@swremote.com

Fax: 1-888-838-8664

Other Important Information

- All shipments are to be pre-paid by the sender. **No COD's will be accepted.**
- Any shipments received by SWRemote without an RMA# will likely take longer to process.
- Original product invoice date(s) cannot exceed 12 months.
- RMA will expire one (1) year from issue date.

