DataRemote, Inc. Warranty Information
& RMA / Return Policy - Instructions

1. Warranty on all new DataRemote, Inc., products are for one year from the original date of purchase of the item. This warranty covers materials and workmanship only. Damage due to misapplication, misuse, physical or environmental abuse to the equipment, or damage resulting from war or “acts of God” are not covered by the DataRemote warranty policies.
2. The repair warranty policy for equipment still covered by the original warranty is for 90 days from the date of repair or the remainder of the one-year, whichever is longer, and covers materials and workmanship used in accomplishing the repairs only. Future failures of parts not replaced in effecting the required non-warranty repairs are not covered by provisions of the repair warranty.
3. The repair warranty policy for equipment not covered by the original warranty is for 90 days from the date of repair, and covers materials and workmanship used in accomplishing the repairs only. Future failures of parts not replaced in effecting the required non-warranty repairs are not covered by provisions of the repair warranty.
4. DataRemote, Inc. does provide warranties for non-DataRemote Products. All such non-DataRemote products are covered by their applicable manufacture warranties.

If you have any questions regarding the above, please call the DataRemote RMA department at 805-339-9739.

RMA Policy

1. You must obtain a Return Material Authorization (RMA) number from DataRemote and make sure that you mark it on the outside of the box. Boxes arriving without an authorized RMA written on the outside may be refused and returned to the sender at the sender’s expense; **Please Note: RMA's expire 60 days after the issue date. Any returns arriving at DataRemote after 60 days may be refused and will require a new RMA number before they will be accepted.**
2. Include the RMA number on all documentation returned with the shipment;
3. Make sure that you only ship back equipment authorized by the RMA. If you send unauthorized equipment, DataRemote shall at its option return unauthorized equipment at sender’s expense. In addition, do not send back accessories, such as terminal blocks, antennas, cables, CD’s etc., unless specifically directed to by the person giving you your RMA. **DataRemote is not responsible for loss or damage to accessories that were not authorized to be sent back.**
4. For authorized returns consisting of **multiple parcels** – please number each of the boxes on the outside of the boxes. For Example if you are sending 2 parcels please note 1 of 2 and 2 of 2.
5. Any DataRemote, Inc. equipment that has been deemed by the customer as misrepresented or is not what expected may obtain an RMA within 15 days of original shipment and the units must be received back in its original packaging and condition, by DataRemote within 30 days of the original shipment. **This return policy excludes items that have been custom designed or fabricated to the specific requirements of the customer**, and those items that are not a normally catalogued item. Upon receipt and examination of product returned with an RMA in a timely manner, DataRemote will replace/re fund all monies paid except for a restocking fee and applicable shipping charges. All items returned for credit or refund will be subject to a 20% restocking fee.
6. Equipment returned within 30 days of the invoice date will have replaced units shipped out immediately upon receipt (if availability permits). No cash refunds will be issued in lieu of replacement equipment.
7. Equipment returned 30 days or more after the invoice date will be repaired rather than replaced. In the event that the equipment cannot be repaired, a suitable replacement will be sent. No cash refunds will be issued in lieu of replacement equipment.
8. **Shipping Charges**. The Customer pays the shipping charges to return the equipment to DataRemote, Inc. DataRemote, Inc. will then **pay for ground shipping when we ship the replacement** or repaired product to the customer. Customers may make arraignments for expedited shipping, but the customer will pay the difference between the express and ground charges. Customers that do not have open account status with DataRemote must supply their express delivery account number if express delivery is desired. All returns are subject to inspection. Equipment which, in the sole judgment of DataRemote, Inc. has been abused, misused, altered, neglected, or damaged in shipment may result in the voiding of warranty privileges, replacements, or credits issued.