



CCTV Imports, RMA Dept.
 600 Deer Cross Court East
 Madisonville, La. 70447

RMA Request Form

(Please fill out the form in its Entirety)

Date:			
Contact Name:			
Company:			
Reason Return:	Defective	Unsatisfied	Wrong Item
Request:	Replacement Repair	Store Credit <i>(Within 6 months of original purchase)</i> Refund <i>(Within 30 Days of original Purchase)</i>	
Response	Email	Fax	Phone
Phone:			
Email or Fax:			
Invoice #	Item	Qty	Reason for Return
Comments:			
Signature:			

** Please read the below instructions, as some things may have changed, and failure to comply with CCTV Imports shipping and packaging requirements, gives CCTV Imports the right to reject any packages that do not follow the proper procedure. Also please include a copy of this form with your returned items**

SUBMITTING AN RMA REQUEST FORM

Please do one of the following:

- 1) Save this form to your computer, fill it out, then reattach it in an e-mail and send it to josh@cctvimports.com
- 2) Print out the form, fill it out, then Fax or Mail it to:

FAX: 985-809-2725

MAIL: 600 Deer Cross Court East, Madisonville, LA 70447

*** Please allow 24-48 hrs for us to approve and give you your RMA Number. ***

SHIPPING: PHYSICAL CONDITIONS

The following Physical Conditions are unacceptable for all Returns (including replacements, exchanges & refunds):

- Cut & Stripped Wires (Missing BNC, RCA, or Power Connectors)
- Evidence of Tampering (Broken Seals, Spliced Wires, etc.)
- Damaged Electronics (Missing Buttons, Damaged Circuit Boards, etc.)
- **CCTV Imports or any other affiliate of CCTV Imports is not responsible for Any Item that is sent in for out of warranty repairs and is damaged during Shipping to or from the customer.**

The following (in addition to the above mentioned conditions) are unacceptable for All Refunds:

- Dents, Scuffs, and Scratches of any kind
- Missing Parts (Cables, Screws, Manuals, Software, other Accessories etc.)
- Foreign Materials (Adhesive & other Sealants, Adhesive Residue, Oil, Dirt, etc.)
- Original Product Boxes that have been Damaged or have Markings (See Below)
 - When shipping small packages such as cameras, connectors, lenses, brackets, accessories, etc., please write the RMA number on the outside of the shipping package or leave a copy of your RMA Form with the RMA Number on it inside the package. **DO NOT** write on the original product box. **No Remarks, RMA Numbers, or any Markings.** (For example: Do not write "defective", "bad", "no video" "missing parts", or any other remarks on the box) If Necessary, please use sticky notes or a sheet of paper placed inside the box or taped to the product for your remarks.
 - When shipping larger products in their original boxes, like DVR's and PTZ Cameras, please **DO NOT** write RMA numbers on the outside of the box. Leave a copy of your RMA form in the box with the RMA Number written on it.

-Please list all items on the RMA form. If you have additional items after you have submitted your request form, please call the office @ 888-315-1219 and notify the RMA department so they can append to your RMA record. Do not send more items than what is listed on your RMA form or they may be rejected.

PACKAGING

-All Returns must be packaged individually, preferably in their original box with all accessories. Cameras, Lenses, and other accessories should be placed inside a larger Shipping Package.

-DVR's, PTZ Cameras, and larger products can be shipped inside their original boxes, but must contain sufficient packaging to protect them from damage during shipping. Products that are damaged in shipping will have their warranty voided due to misuse and abuse.

-DO NOT use peanuts or other loose packaging to fill boxes for DVR's and other products with exposed circuitry and connectors.

-DO NOT ship Hard Drives inside (mounted or loose) DVR's. Package them in an anti-static bag and then bubble-wrapped. This will insure that the hard drive is not damaged and data is not lost.

-DO NOT use weak boxes, damaged boxes, Styrofoam, paper, padded shipping envelopes, or non-approved plastic or Styrofoam clamshell containers for shipping packages.

-Any items received that are not marked with an RMA Number or do not have a previously submitted RMA Form (with the RMA Number written on it) enclosed in the shipping will be rejected.

***** All Returns for Refund are subject to a 5% restocking fee. *****

***** All Returns Not within compliance of these conditions are subject to an Immediate Refusal, or up to a 50% restocking fee depending on the condition of the product, original packaging, and missing parts and accessories. *****

*****Specials List Items are only available by phone order. Online ordering is not available. Please provide sales representative with ITEM #. Availability is NOT guaranteed. Returns are available for up to 30 days from date of purchase and are for store credit/replacement ONLY, all products are used, as-is.*****

*****All Repairs that are done outside of the standard one year warranty are subject to a repair fee, which will not be charged until the customer is notified of the repair of the product. The repaired product does not include any type of extended warranty. *****

