



## RMA REPAIR CENTER POLICIES

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### IN WARRANTY POLICIES

Other than the testing charge set forth below, no charges will be assessed for in-warranty repairs, provided that such repair is not due to misuse or improper installation. If unit is found defective, the unit will be repaired or replaced with a re-furbished unit, at the Repair Center's option.

Repaired units will be warranted for a period of 6 months from the date of repair, or for the remainder of the existing warranty term, whichever is longer. Shipment charges for returns to the Repair Center are the responsibility of the returnee. Shipment charges to the returnee are the responsibility of the Repair Center.

If damage is found due to improper installation or use and is repairable, in the Repair Center's opinion, the unit will be repaired at a US \$35 charge and warranted for 6 months. If the unit is determined by the Repair Center to be beyond economical repair (BER), the unit will be scrapped or returned unrepaired, at your option.

If a product is returned for repair and no defect is found, whether in warranty or not, a testing charge of US \$15 will apply and all shipping charges will be the responsibility of the returnee.

### OUT OF WARRANTY POLICIES

Defective units that are out of warranty and repairable will be repaired at a charge of US \$35 plus fees for necessary parts and warranted for 6 months. You may obtain an estimate on a repair once the Repair Center has inspected the returned units.

All units or equipment returned out of warranty and determined by the Repair Center to be beyond economical repair (BER) will either be scrapped or returned unrepaired at your option and expense.

**STOCK RETURNS WILL NOT BE ACCEPTED and the carrier will be advised that we will not accept delivery.**

**TO OBTAIN AN APPROVED RMA #:**

fax request to 770.799.1045 attention RMA  
or visit [www.uplink.com/RMA.aspx](http://www.uplink.com/RMA.aspx)

**SHIP RETURNED DEVICES TO:**

Uplink Repair Center  
Attention – RMA # (enter your authorized RMA # here)  
37 Bonair Drive  
Warminster, PA 18974

Return of any item requires a Return Material Authorization (RMA) number; items received without RMA numbers cannot be credited to any account and will be returned to sender. The company will not accept deliveries of any return at any address other than that stated for the Repair Center.