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### Return Merchandise Authorization ("RMA") Terms & Conditions

1. All returns require an RMA Number. Non-DOA returns must be requested within 30 days from date of invoice.
  - ✧ Service RMA Numbers may be requested online at [www.abetech.com](http://www.abetech.com)
  - ✧ Product RMA Numbers may be requested by emailing [ClientCare@AbeTech.com](mailto:ClientCare@AbeTech.com) or calling 763-428-5937.
2. An RMA number is valid only if product is received at AbeTech prior to the Expiration Date listed on the applicable AbeTech RMA Form. All product received after the expiration date will be returned to the customer and no credit will be issued.
3. The RMA number must be visible on all returns. DO NOT WRITE ON THE ORIGINAL BOX!
4. AbeTech does not accept returns of product that has been used, product without all original accessories, manuals, packaging, and boxes, or software that has been opened/activated. An additional fee will be charged for re-boxing if necessary.
5. All claims for mis-shipments must be made within 5 days of the applicable AbeTech invoice.
6. Warranty repair. If product does not qualify for manufacturer's dead-on-arrival ("DOA") return privileges, product must be returned to the manufacturer for warranty service per the manufacturer's terms & conditions as detailed in the owner's manual. AbeTech will assist you in obtaining warranty service for products purchased from AbeTech. Contact Client Care. Returns are subject to manufacturer's terms & conditions for warranty repair.
7. DOA Returns are only accepted under the following conditions:
  - a. All returns must conform to the manufacturer's DOA policy. Contact AbeTech Client Care with questions on various manufacturers' policies. If the manufacturer does not accept DOA returns, you must contact the manufacturer directly to obtain warranty repair or replacement. AbeTech will aid if needed.
  - b. Product may not be returned as DOA if: product shows sign of use, DOA notification is later than 15 days after receipt, product is missing original packaging and all manuals, accessories, etc., or product has markings or labels on the manufacturer's packaging.
  - c. If product is tested and the problem is not duplicated, there may be a substantial "No Trouble Found" fee charged. Please verify all suspected problems with Tech Support before returning products.
  - d. For customers on credit terms, credit will be applied to your account after receipt and inspection of equipment. Replacement product will be sent in advance, freight free via UPS Ground.
  - e. For customers on C.O.D. or Credit Card terms, replacement product will be sent upon receipt and inspection of product by AbeTech. If desired, we will send replacement of product at your normal C.O.D./Credit Card terms and you can request a refund/credit to your card when AbeTech receives and inspects the returned product.
8. Products will be returned to the customer under the following circumstances:
  - a. The product is returned missing any components sent with the original order.
  - b. The condition of the returned product is in any way misrepresented.
  - c. The product is received damaged in any way.
  - d. There is not a valid and visible RMA number, or the product is received at AbeTech after the expiration date.
  - e. Product is returned freight collect unless specifically authorized on the original RMA.
  - f. Product is returned C.O.D.

**Your True Partner for the Connected Enterprise**