



**RETURN MERCHANDISE AUTHORIZATION  
REQUEST FORM**

<b>First Name:</b>		<b>Last Name:</b>	
<b>Company Name:</b>			
<b>Street Address:</b>		<b>Zip/Postal Code:</b>	
<b>City:</b>		<b>State/Province:</b>	
<b>Country :</b>		<b>Phone:</b>	<b>Fax:</b>

**Product(s) Returned Information:**

<b>Invoice Number:</b>		<b>P.O # (if there is):</b>	
<b>Product Reference Number:</b>		<b>Quantity:</b>	

Please provide a detailed explanation of why you are returning this item or items, and what specific action you would like us to take:

**Shipment of Repaired Product(s) To: (If different location)**

<b>First Name:</b>		<b>Last Name:</b>	
<b>Company Name:</b>			
<b>Street Address:</b>		<b>Zip/Postal Code:</b>	
<b>City:</b>		<b>State/Province:</b>	
<b>Country :</b>		<b>Phone:</b>	<b>Fax:</b>

## **Warranty Cover**

Quality Cable warrants its products to be free from defects in materials and workmanship for a period of one (1) year from the date of delivery, to the extent and subject to the terms hereof.

The sole remedy provided under warranty shall be the replacement or repair, at the sole option of Quality Cable, of any equipment which Quality Cable judges to be defective ("Defective Equipment") provided:

- (1) The equipment has not been abused, has been subjected to normal use and service and used for its intended purpose;
- (2) The defect is not due to any damage or problem occurring after the original date of shipment to the Purchaser;
- (3) The equipment has not been altered, modified or in any way tampered with by persons other than Quality Cable authorized employed service personnel;
- (4) The Purchaser has returned the alleged defective product immediately upon discovery of the alleged defect, shipment prepaid with a copy of the invoice to Quality Cable.

Before any equipment is returned to Quality Cable for repair or replacement, a Returned Material Authorization (RMA) number must be obtained as further specified below. In the event the equipment is found by Quality Cable to be defective equipment and is within the limits of the warranty, after such equipment has been repaired or replaced, Quality Cable will reinstate the remainder of the warranty period for the repaired or replaced equipment.

The warranty does not cover any damage, problems or defects resulting from accidents, alteration, failure to follow instructions, misuse, fire, flood. In such case or if repairs or modifications are attempted or made by any persons other than Quality Cable's authorized employed service personnel, Quality Cable shall be released from all obligations under this warranty. Quality Cable shall have no liability or responsibility to the Purchaser or any third party whatsoever beyond the repair or replacement of defective equipment which is within the limits of this warranty.

For the avoidance of any doubt, Quality Cable shall not be liable for any damages, punitive or otherwise, personal injury, death, economic loss, interruption of service, loss of business or anticipatory profits or any loss caused or alleged to be caused directly or indirectly by Defective Equipment or any Quality Cable Products, and/or resulting from the use or operation thereof, or the negligence of Quality Cable's personnel or any party, whatsoever, including, but not limited to, any indirect, incidental, consequential, special or exemplary damages such as loss of profits, or loss of business opportunity, even if such damages are foreseeable and whether or not Quality Cable has been advised of the possibility thereof, and whether a claim is made or brought by Purchaser or any third party. It is the responsibility of the Purchaser to determine the suitability and compatibility of each Quality Cable Product for the intended use.

Quality Cable's aggregate liability hereunder or under any contract or otherwise, shall not exceed the purchase price of the specific product shipped and against which a claim is made. In no event shall the liability of Quality Cable hereunder, including for breach of warranty, and/or arising in the connection with any Quality Cable products and/or defective equipment, regardless of the type of claim, exceed the amounts paid by the Purchaser to Quality Cable for the equipment involved. This warranty is in lieu of all other warranties, expressed or implied, of any kind to any person, including, without limitation, any implied warranties of merchantability or fitness for a particular purpose or non-infringement. No representative or person is authorized to represent or assume for Quality Cable any liability with respect to the sale of Quality Cable products.

**Return Merchandise Authorization Procedure**

All our products carry a limited warranty. In the event of repair/replacement, please firstly obtain a Return Merchandise Authorization (RMA) number. This number is necessary to ensure proper tracking and handling of returned goods. Do not return any product(s) until you have received a RMA Authorization Number. Quality Cable reserves the right to refuse shipments that do not have a valid RMA number. Refused shipments will be returned to the shipper on freight collect basis.

In order for products to qualify for any type of return, the following RMA procedure must be followed.

1. Before proceeding to submit the RMA request, please make some simple checks of the unit to make sure of the problem.
2. All customers fill out the RMA Request Form COMPLETELY, and fax it to us as soon as possible.
3. RMA number approved is for a period of 21 days only. Hence, please return the products prior to expiry of RMA Authorization.
4. Products should be returned to our office in Pompano Beach (Florida) on freight pre-paid basis, in their original boxes and packing materials. Returned products must be COMPLETE, including all cables and accessories. RMA number must be marked clearly outside the carton, and also on the mailing labels. No freight collect on return RMA shipment will be accepted.
5. Customers are advised to use alternate courier services such as DHL, UPS or FEDEX for sending repair/exchange items to Quality Cable. Quality Cable will not be liable for lost and or damage caused to the product or the data to the product during shipment.
6. In order to save Customs Import Duty and other levies, please indicate in your shipping documents if necessary that products value is below USD\$100.
7. Upon receipt of the shipment, Quality Cable will acknowledge and notify you of any discrepancies in the receipt quantity and/or missing accessories. Once discrepancies are resolved, RMA will be processed accordingly. To avoid delay and unnecessary charges, you are strongly encouraged to send the defective units with complete accessories.
8. In the event of incomplete returned products, Quality Cable will replace missing accessories with new ones and the following charges will be imposed.
9. Quality Cable reserves the right to impose the relative fee for testing plus shipping for NDF (No-Defect Found) products.
10. Defective device will be replaced with either a repaired or refurbished unit. Quality Cable reserves the right to replace some RMA products with similar functional products when the original defective products have been discontinued or no longer being used. The turnaround time for the returns shall be 30 days upon receipt of the RMA shipment.
11. All repaired or refurbished replacement merchandise will be certified as working and in good condition by standard test procedures with a warranty of 12 months.

Quality Cable shall, upon receipt of the merchandise, evaluate any alleged defect and in Quality Cable's own discretion, shall assess whether the product in question is covered by warranty. If the product is found not to be covered by warranty, Quality Cable shall obtain Purchaser's prior authorization of charges and expenses, either verbally or in writing, before repair work shall commence.

Please type all your answers on the RMA Request Form, then sign and fax it to us at: (954) 978-8831.

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Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_