



Standard warranty: All virtual panels include three (3) years standard warranty. Standard Warranty includes repair or replacement of the equipment as necessary and one-way shipping cost. Virtual is only responsible for shipping the replacement unit to the customer and customer/reseller is responsible for return shipment cost of the defective unit to Virtual's warehouse located in Canton, Georgia

**** Please read the below instructions, as some things may have changed, and failure to comply with VTI shipping and packaging requirements, gives Virtual Technologies 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 ttalentino@vtiusa.com

2) Print out the form, fill it out, then email it to:

**** Please allow 24-48 hours 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):

- * Customer damaged equipment
- * Evidence of Tampering (Broken Seals, Spliced Wires, etc.)
- * Damaged Electronics (Missing Buttons, Damaged Circuit Boards, etc.)
- * VTI or any other affiliate of VTI 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:

- * Missing Parts (Cables, Screws, Manuals, Software, other Accessories 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

o When shipping larger products in their original boxes, like Panels 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(or taped to 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 at 877-853-8478 or 678-999-7129 and notify the RMA department so they can append your RMA record. Do not send more items than what is listed on your RMA for or they may be rejected and returned at your expense.

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. Panels, 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 ship Hard Drives inside loose. Package them in an anti-static bag and then bubblewrapped. 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 nonapproved 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

**** All Approved Returns for Refund are subject to a 20% restocking fee. ****

** All Returns Not within compliance of these conditions are subject to an Immediate Refusal, or up to a 75% rest fee at the descretion of Virtual Technologies Inc

**All Repairs that are done outside of the standard three-year warranty are subject to a repair fee and return shipping charge. Customer will be notified prior to repair work being done. The repaired product does not includ type of warranty

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