

## **OSD RETURN POLICY**

- All the returns should get OSD's approval before shipment
- Quote OSD's RMA number on the returned goods (obtain RMA number from OSD before returning)
- 20% restocking fee applies, unless otherwise agreed to by OSD in advance
- 60 days-over are Non-returnable

### **NOTE:**

1. Special orders are non-returnable.
2. All products must be in the original packaging including all manuals, accessories, etc. with the return authorization number (RMA number) clearly printed on the outside of the packaging. The request for any return must be made within 30 days of the invoice date.

### **RETURN FOR CREDIT**

- a. All returns for credit require an RMA number and original purchase order number. RMA numbers are valid up to 30 days from date of issue, and product must be received at OSD premises within this 30-day period. After 30 days the RMA number becomes void, and any equipment received after the original 30 days will be returned to the customer at their expense.
- b. Product returns must have an authorized RMA number listed outside of the carton.
- c. Once the RMA 30-day return period expires, customer must request a new RMA number.
- d. All returns will be credited to the customer's account minus the restocking fee.

### **RETURN FOR SERVICE**

- a. All requests for the return of product for repair are directed to the OSD Technical Support Department for authorization.
- b. Requests for advance replacements must be authorized by an OSD Technical Support engineer, after they determine that there is a problem with the product.
- c. All product returns require a RMA number, which must appear on the outside of the carton, or shipment will not be accepted and returned to the customer at their expense.
- d. All returns require a packing list noting the following information:
  - Product model number
  - Details of defect or malfunction
  - Return address
  - Contact person and phone number
- e. All product returns must ship freight prepaid to OSD. Collect shipments will not be accepted unless authorized in advance.
- f. Freight back to the customer for products found to have no defects or non-related to factory defects shall be at customer's expense.
- g. Warranty Repairs: Return shipments to OSD shall be at customer's expense and freight back to the customer will be at OSD expense; Out of Warranty Repairs: OSD reserves the right to repair or replace any faulty goods. Freight costs and insurance for both journeys are met by the user. All equipment repaired by OSD will have a 3-Month Warranty from the date of dispatch.
- h. If advance replacement was authorized, upon receipt of replaced product, the customer shall return the defective unit within one week under the same RMA number to close out the RMA. The advance replacement will be invoiced and a credit note will be issued until after the return of the defective units.

