

RMA Form

(Please fill out the form **completely**)

Date:			
Contact Name:			
Company:			
Purchased From:			
Reseller RMA No.			
Reason:	<input type="checkbox"/> Defective <input type="checkbox"/> Wrong Item		
Request:	<input type="checkbox"/> Replacement <input type="checkbox"/> Repair		
Response by:	<input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> Phone		
Phone:			
Email or Fax:			
Invoice #	Item	Qty	Reason for Return
Comments:			
Signature:			

A COPY OF THE ORIGINAL PURCHASE INVOICE MUST BE INCLUDED WITH THIS FORM!!

** Please read the instructions below, and failure to comply with Mezory's shipping and packaging rules will result in package dispute and rejection. A copy of this form must be included 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 Support@mezory.com
- 2) Print out the form, fill it out, then Fax or Mail it to:

FAX: +971 4 320 7873

MAIL: Apricot Tower, Suite 1202, Dubai Silicon Oasis, Dubai, UAE.

*** Please allow up to 48 hours for us to approve and give you the RMA Number ***

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.

-DVR's, PTZ Cameras, and larger products can be shipped inside their original boxes, but must contain sufficient packaging to protect them from damage during shipping. Product that is damaged during shipping will void its warranty due to misuse and abuse.

-DO NOT use industrial peanuts or other loose packaging to fill boxes for DVR's and other products with exposed circuitry and connectors?

-DO NOT ship Hard Drives inside (mounted or loose) DVR's. Package them in an anti-static bag and then bubble-wrapped. 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 non-approved 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 Request (with the RMA Number written on it) enclosed in the shipping will be rejected.

***** All Returns Not within compliance of these conditions are subject to an Immediate Refusal, or up to a 50% restocking fee depending on the condition of the product, original packaging, and missing parts and accessories. *****

*****All Repairs that are done outside of the standard one year warranty are subject to a repair fee, which will not be charged until the customer is notified of the repair of the product. The repaired product does not include any type of extended warranty. *****

SHIPPING: PHYSICAL CONDITIONS

The following Physical Conditions are unacceptable for all Returns (including replacements, exchanges & refunds) and will cause a rejection of the RMA request:

- Cut & Stripped Wires (Missing BNC, RCA, or Power Connectors)
- Evidence of Tampering (Broken Seals, Spliced Wires, etc.)
- Damaged Electronics (Missing Buttons, Damaged Circuit Boards, etc.)
- Dents, Scuffs, and Scratches of any kind
- Missing Parts (Cables, Screws, Manuals, Software, other Accessories etc.)
- Foreign Materials (Adhesive & other Sealants, Adhesive Residue, Oil, Dirt, 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 Box)** 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 will be acceptable and will cause RMA request rejection.** (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 your remarks.
 - When shipping larger products in their original boxes, like DVR's and PTZ Cameras, please **DO NOT** write RMA numbers on the outside of the box (original box). Leave a copy of your RMA form in 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 regional office at +971 4 320 7872 and notify the RMA department so they can append the additional information to your RMA record. **Do not send more items than what is listed on your RMA form or they will be rejected.**

- Mezory or any its affiliates is **not responsible** for any item that is sent in if it is **out of warranty** and is damaged during Shipping from the customer.