

Viewtech, Inc. Return Merchandise Authorization Form

****Viewsat units purchased AFTER May 2007 have a 2 year warranty from the date of purchase****

In order to return defective product for repair or replacement, this form MUST be filled out completely and included with your return. Any product returned without a completed RMA form will be shipped back at the customer's expense.

PLEASE type or print legibly and Complete RMA form

Date sent: _____ Product Serial # (s) _____

Purchase Date _____ Company Purchased From _____

RMA# _____ (Please call **760-754-9880 Option 4** for RMA #)

Name: _____

Address (**Do not List P.O.Box**): _____

City: _____ State: _____ ZIP Code: _____

Urbanization *(for Puerto Rico Residence)* _____

Phone: _____ Email: _____

PRODUCT : Lite Ultra Ultra Lite 9000HD Pro PVR VS MAX HD

*****DO NOT SEND additional accessories unless approved by technical support*****
(If additional accessories are sent without approval, we will not be held responsible for loss or damage)

PLEASE CHECK IF ADDITIONAL PARTS WERE SENT

Remote Diseqc switch RCA Cable Null modem cable Manual HDD cradle

Other (Please Specify) _____

Problem: **Power** **Signal** **Video** **Audio** **Download** **MISC**

Describe _____

*Receipt Included? **YES** **NO**

*Money Order Included? **YES** **NO**

IMPORTANT!! >>>> Terms and Conditions:

Product must have official Viewsat factory firmware only (No 3rd Party firmware)

- Copy of receipt showing date of purchase and company purchased from must be included with return.
- Proper packaging must be used to prevent further damage to unit.
- If product is damaged due to user error, warranty is void.
- Damage caused by lightning , fire, acts of war, public disturbances, incorrect ventilation or any other cause beyond the control of the distributor are not covered under warranty. Water damaged cannot be repaired.
- Products where label bearing the serial number has been removed, defaced, or is illegible are not covered under warranty.
- Illegal copies, counterfeits, or clones of our product will not be covered under warranty and product may be seized and used as evidence in legal action against seller.
- If Viewtech agrees to repair a unit that is not covered under warranty, there will be a \$50 service charge.

Customer's Signature: _____ **By signing, customer agrees to all terms and conditions. If product does not meet warranty requirements, customer agrees to pay \$25US to have product shipped back. Additional charge may be added for Intl. shipping.**

Shipping Address:

Viewtech, Inc. #446
4140 Oceanside Blvd. #159 Oceanside, CA 92056