



# RMA Submission Form



**If you do not have an RMA Number, contact Proxicast before completing this form or shipping your equipment.**

## Return Unit Preparation

- Proxicast will provide you with an RMA Number after discussing the reason for your return. Returns without an RMA Number will be rejected and returned at the sender's expense.
- For Repairs, return only the components requested by Proxicast Technical Support. For Purchase Returns, include all original components and accessories in resalable condition.
- For Repairs, make a backup of your device's configuration settings. Also, if you do not provide the Administrator Password and LAN IP address, Proxicast may have to reset your device to factory defaults in order to perform testing.

## Shipping and Packaging Instructions

- Package the unit carefully. Use the original packaging if available, otherwise units should be wrapped in "bubble-wrap" or a plastic foam sheet or bag. Do not pack the unit in Styrofoam "popcorn" or "peanut" type packing material – it may cause electro-static shock damage to the unit. The original product inner packaging alone is not adequate for shipping. Place the unit in another cardboard box to protect the equipment. Proxicast is not responsible for damage due to inadequate packaging.
- Include a completed copy of this RMA Submission Form with your return.
- Clearly mark the Return Material Authorization (RMA) Number on the outside of the shipping container.
- Proxicast customers are responsible for shipping the defective unit to Proxicast. Please use a verifiable delivery carrier and obtain a tracking number. i.e. FedEx, UPS, US Priority Mail, etc.
- Ship the package to: **Proxicast RMA #\_\_\_\_, 312 Sunnyfield Drive Suite 200, Glenshaw, PA 15116-1936**

Proxicast will repair or replace products under the terms of our warranty. Return shipping charges to you will be prepaid by Proxicast. If the error conditions described cannot be duplicated, the product will be returned to you as-is. A quotation will be sent before any non-warranty repairs are made.

Contact Proxicast via email [info@proxicast.com](mailto:info@proxicast.com) or telephone 1-412-213-2477 with any questions.

## RMA #

## Date

**Reason for Return:**    Warranty Repair                      Non-Warranty Repair                      Purchase Return                      Other

## Return Shipping Information:

First Name:

Last Name:

Telephone:

Email:

Company:

Address:

City:

State:

Country/Postal/Zip Code:

## Product Information:

Product Name / Model Number:

Serial Number:

Administrator Password:

LAN IP Address:

Description of Issue:



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## PROXICAST RETURN POLICY

Proxicast offers a 15 Day Return Policy on our line of products<sup>1</sup> (this excludes special orders and custom or modified products). If you are not satisfied for any reason, you may return your purchase for a refund or credit according to the Proxicast TERMS & CONDITIONS OF SALE (see <http://www.proxicast.com/support/termsconditions.htm>).

The 15 Day period starts when the customer receives the product(s) and ends 15 days later. A Return Merchandise Authorization (RMA) must be requested during this 15 day period. The product must be returned by the customer to Proxicast within 10 days of the date of issuance of the RMA.

The Return Merchandise Authorization (RMA) number issued by Proxicast must accompany all returns. We recommend that you read through our full terms & conditions before requesting an RMA, as RMAs will only be issued for products meeting policy criteria.

All returns are subject to 12% restocking fee, except for defective products. All merchandise returned for credit or exchange must be 100% complete, in the original condition, in original packaging with all original documentation and unmodified accessories. Any discrepancies will result in an additional re-stocking charge of up to 35% of the sale price depending on the condition of the merchandise returned.

If the product has been damaged, abused, modified, had its enclosure opened or missing components or the product may be rejected and returned to you and no refund issued. Every LAN-Cell (and other products) includes multiple tamper seals. If Proxicast detects that case, chassis or enclosure has been opened without authorization, the warranty will be voided, and any RMA return will be rejected. Further, the customer is responsible for all cellular carrier charges (including airtime and usage) and all shipping costs.

Defective returns must have each piece labeled with the nature of defect or a diagnostic charge of \$45.00 per unit will be charged. If there is no problem found with returned items, the customer will be charged a \$45 fee per unit.

## PROXICAST LIMITED WARRANTY

Proxicast warrants to the original end user (purchaser) that this product is free from any defects in materials or workmanship for a period of up to one year from the date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, Proxicast will, at its discretion, repair or replace the defective products or components without charge for either parts or labor, and to whatever extent it shall deem necessary to restore the product or components to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be solely at the discretion of Proxicast. This warranty shall not apply if the product is modified, is used, tampered with, damaged by an act of God, or subjected to abnormal working conditions.

Repair or replacement, as provided under this warranty, is the exclusive remedy of the purchaser. This warranty is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular use or purpose. Proxicast shall in no event be held liable for indirect or consequential damages of any kind to the purchaser.

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### (1) Cellular Service

Cellular service is not considered a Proxicast product because Proxicast is only acting as an activation agent for a given cellular carrier. All sales of cellular service shall be governed by the terms and conditions of each cellular carrier. Each carrier may have different trial and return policies which may be shorter than Proxicast's Return Policy period. It is the customer's responsibility to abide by the carrier's terms and conditions of service. Normally, once Proxicast has performed the activation service, all matters involving cellular service are handled directly between the customer and the cellular carrier. If Proxicast does not perform the unit's cellular activation, Proxicast assumes no responsibility for anything regarding cellular service.