

Broadcast Depot

RMA Submission Form

All information with an asterisk (*) is required.

Please complete the form below, being sure to fill in all the appropriate product's required fields.

Shipping Information

When your product is repaired, Broadcast Depot will use the following shipping information to return your equipment:

- Ship to the attention of: _____
- Company: _____
- Address: _____
- City, State, ZIP: _____
- Country: _____
- E-mail address: _____
- Phone: _____
- Fax: _____

Problem Description

Please enter a description of the problem

If there was an error message or Code, please list it:

Product information

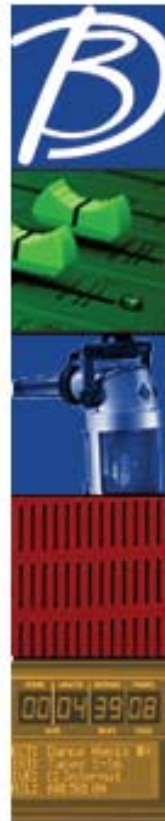
Model Number: _____

Serial Number: _____

Once we receive your completed form we will send you a RMA number so you may proceed with your Return /or Repair.



Broadcast Depot 7782 NW 46 ST Miami, FL 33166 - T: 305-599-3100 | F: 305-599-3908
Toll Free: 1-800-313-7592
www.broadcastdepot.com
sales@7bd.com



COMPANY POLICIES

Freight Claims and Shipment Damage

- If the purchaser receives the original product in damaged condition, notify BD's Repair Department or Customer Service immediately.
- If the original freight charges were paid in advance-by freight collect or other means-notify the carrier immediately to initiate a claims inspection. BD Customer Service will provide assistance, as necessary, to process the freight claim.
- If your returns/repair shipment to BD is received in damaged condition, BD will notify the purchaser. The purchaser will need to notify the carrier immediately to initiate a claims inspection. BD Customer Service will provide assistance, as necessary, to process the freight claim.

Returns for Credit

- To receive credit where applicable for standard product, the product must be in resalable condition. We will make that determination after evaluating the returned product.
- BD may refuse credit for any of the following conditions:
 - Improper installation or testing
 - Failure to provide a suitable operating environment
 - Use of the product for purposes other than those for which it was designed
 - Failure to monitor or operate the product in accordance with applicable seller specifications and good industry practice
 - Unauthorized attachment, removal, or alteration of any part of the product
 - Unusual mechanical, physical, or electrical stress, scratches, or dents
 - Modifications or repairs done by parties other than the seller
 - Abuse, misuse, neglect, or accidental damage
 - Failure to return units with the complete accessory kit originally supplied. For software and computers, this includes any serialized operating system CD's.
- BD is under NO obligation to accept RMA's for wrongly ordered goods. BD MAY consider exceptions based on individual situations, a minimum 20% and up to 40% restocking fee will apply. Products beyond 4 (four) months in age are not eligible for consideration.
- If within 7 days of product receipt the purchaser notifies BD that the product is defective or damaged we may waive the restocking fee. The restocking fee may also be waived for the following:
 - An incorrect product shipped by BD in error
 - An Evaluation Unit as stated on your original purchase order

Return Material Authorization Numbers (RMAs)

- Before a purchaser ships a product back to Broadcast Depot, the purchaser must obtain a valid RMA number. Boxes received without an authorized RMA Number will be shipped back.
- Authorized RMA Numbers will expire 45 days after they are issued.
- Only the Broadcast Depot purchased product and quantity specified on the original RMA request can be returned with the RMA Number issued.
 - If returning additional products to BD, a new RMA Number will be required.
 - If we receive a shipment containing products not authorized for return on that RMA Number, we will return them as is.
- Broadcast Depot does not provide loaner units.
- BD is not responsible for damages outside of BD's control including, but not limited to, physical damage, modifications to the product, or improper packaging.

Ship RMA / repairs to:
Broadcast Depot
Attn: Repairs Department: RMA#.....
7782 NW 46St Suite 20
Doral, FL 33166

Name , Mailing address, Email, if available , Complete description of what is wrong with the product , Date that the product was sent to Broadcast depot , Any other important information you feel is necessary .

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COMPANY POLICIES

Out of Warranty Repair Services

- Warranty exclusions include, but are not limited to, physical damage, modifications to the product, or improper packaging or lighting strikes.
- If a product is out-of-warranty, BD will pass along any fee or charge from the Vendor for the evaluation and repair of product. Prior to proceeding with the repair of a product that is out-of-warranty, BD will send the purchaser a cost proposal that must be signed for acceptance and returned.
- If you Elect not to have the specified vendor repair the product, the product will be returned to you as is after all charges and or fees have been paid.
- Broadcast Depot does not provide loaner units.

Labeling and Address

- The RMA Number must appear on the outside of the carton(s) in BOLD print. Any product returned without a valid RMA Number will be returned to the sender.
- Return products to the address provided on your RMA authorization form.

Packaging

- Broadcast Depot recommends returning products by United Parcel Service, Federal Express, DHL, or another reputable freight forwarder.
- To avoid voiding the warranty, use Broadcast Depot or equivalent packaging to return a product. This includes complete packaging, high-density foam and/or cardboard separators. We suggest that you insure all packages

Freight Payment

- The customer prepays all inbound and outbound (return) freight charges for both in-warranty and out-of-warranty repairs. Broadcast Depot is not responsible for damage during shipment. We recommend that you insure the shipment.
- If you require overnight or other special requirements for expedited shipment, these will be at the purchaser's expense. You may pay freight by either issuing a purchase order with the clear notation "Prepay and Add Freight," choosing your own carrier and providing your account number (freight collect), or prepaying by credit card.

* We will repair only items purchased at Broadcast Depot.



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