

Return	Merchan	azihr	Authorization	Form
netuiii	ivierciiai	iuise	Authorization	COLL

ID	MA	#
ın	IVIA	Ħ

Video Solutions for Security Professionals™

Company name:				
Contact person:				
Address:				
Tel:				
Fax:				
Model number	Serial number	Invoice number	Qty	Problem
		·	·	

LTS RMA Policy

- 1. LTS provides 1, 2 or 3 years warranty on different products as specified in the catalog from the date of purchase.
- 2. Prior to any return, customer must obtain an RMA number from LTS by submitting a properly filled out RMA Form.
- 3. RMA number is valid for 15 calendar days from the date of issuance.
- 4. Any return without a valid RMA number conspicuously displayed on the outside of the shipment will be rejected.
- 5. LTS does not accept COD shipment; all RMA returns should be pre-paid by customers.
- 6. RMA number is strictly for reference use only; it does not guarantee warranty service upon receipt.
- 7. Customer is not allowed to take debits for products returned.
- 8. LTS will not accept, service or be held responsible for any returned product which has been subjected to improper handling resulting from customer's abuse or negligence.
- 9. 20% restocking fee will apply to returns with missing parts, visible signs of usage or other cosmetic damages. LTS reserves the right to refuse any incomplete or damaged return.
- 10. Returned products under warranty will be replaced or exchanged within 20 working days from the date of receipt.
- 11. Customer is responsible for verifying replacements and notify LTS of any discrepancy within 48 hours of receipt.

Important Messages on RMA Shipment:

- 1. A valid RMA Number must be conspicuously displayed on the outside of your return shipment or it will be rejected.
- 2. The following shipping display is provided for your convenience. Please note that it is NOT a prepaid shipping label.

RMA # is valid for 15 calendar days from the date of issuance. Return must be received by LTS before RMA # expires.



PLEASE DO NOT COVER THIS AREA

To be displayed on the outside of the shipment

RMA#

LT Security, Inc. RMA Department

SHIP TO:

RMA to be received by LTS on or before: FOR LTS INTERNAL USE