

Image Vault Return Policy and Procedure

RGA (Return Goods Authorization)

No product will be accepted without an RGA number issued by Image Vault. If a product is being returned because of freight damage or failure, a description of the problem must be given at the time the RGA is issued. Product will be refused at Image Vault's Dock if received without an RGA number. PLEASE write the RGA number on the outside of the box.

Shipping Damage/Defective Product (UPS)

If your unit was shipped by UPS you have 15 days to inspect the unit for shipping damage. Each unit is insured by Image Vault when it is shipped. If your unit shows signs of shipping damage call Image Vault customer service at 1-888-462-4382. Please have the following information ready:

- Name and Address of your company
- Your company's purchase order number
- Model and Serial Number of the unit (printed on outside of shipping box)
- UPS Tracking Number
- Phone number where you can be reached

You will be issued an RGA number and your company will be issued a credit. A replacement unit will be re-billed and sent out to you as soon as possible. Please do not ship the damaged unit back to Image Vault. UPS will pick it up for inspection. Note: This policy only applies to shipment from Image Vault to the original destination. Any additional shipping is the responsibility of the new shipper. You may also complete an online RGA Request Form at www.image-vault.com, print it, then fax it back to us at 1-800-896-6606.

Shipping Damage/Defective Product (Truck Delivery)

If your unit was shipped by truck you have 15 days to inspect the unit for shipping damage. If your unit shows signs of shipping damage call Image Vault customer service at 1-888-462-4382. Please have the following information ready:

- Name and Address of your company
- Your company's purchase order number
- Model and Serial Number of the unit (printed on outside of shipping box)
- Phone number where you can be reached

You will be issued an RGA number and your company will be issued a credit. A replacement unit will be re-billed and sent out to you as soon as possible. The trucking company will issue a call tag for return shipment and they will contact you for inspection and return. Note: This policy only applies to shipment from Image Vault to the original destination. Any additional shipping is the responsibility of the new shipper. You may also complete an online RGA Request Form at www.image-vault.com, print it, then fax it back to us at 1-800-896-6606.

Inspection and Testing

Damaged and/or defective units will be tested and evaluated. If no problems are found, a 20% evaluation charge will be issued to your company.

Other Returns

If you find that you need to return your Image Vault for any other reason, call Image Vault at 1-888-462-4342. Please have the following information ready:

- Name and Address of your company
- Your company's purchase order number
- Model and Serial Number of the unit (printed on outside of shipping box)
- Phone number where you can be reached

You will be issued an RGA number and your company will be issued a credit, less a 20% restocking charge.