

RMA Shipping Instructions

US Service Center

Lew Erlich / Video Electronics
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North Reading MA 01864
888-460-8434
service@lviamerica.com

Canada Service Center

Rick Chant / Chaos Technical Services
3622 Maginnis Ave.
North Vancouver BC V7K 2L6
833-508-6840
service.canada@lviamerica.com

Shipping Instructions

If the end user is responsible for returning the product to LVIA Service Center, we recommend that you forward the following shipping instructions to the end user.

1. Make sure to pack the system carefully. Freight damages that occur due to poor packing must be replaced or repaired at the Reseller's or Reseller's Customer's expense
2. If the system is referred to as a Warranty or Out of Box Failure, the system must be returned in its original packing. Customers should be encouraged to keep their original packaging at least until the warranty expires. Please contact us to order replacement boxes if needed.
3. Clearly mark the outside of the box with the RMA number*.
4. Freight costs for shipping the system to LVIA Service Center are to be paid per the table below. If LVIA is responsible for the shipping charges they will provide a shipping label.
5. If End User or Reseller is responsible for shipping charges it is highly recommended that you ensure your return for the full value of the item(s) you are returning. It is also recommended that you ship your package via a traceable method such as UPS, or FedEx. Be sure to keep your tracking number handy should you have any questions about the status of your return.

*Note that the RMA number will be provided by Lew at service@lviamerica.com upon receiving a completed **Return Merchandise Authorization (RMA) Form**.

MagniLink Repair Shipping Charges

Type of Issue	Reseller or End User to Service Center	Service Center to Reseller or End User
Warranty Repair	Reseller pays one way	LVI America pays one way
Out of Box Failure Confirmed – Yes	LVI America will provide a shipping label	LVI America
Out of Box Failure Confirmed – No Warranty Applies	LVI America will provide a shipping label	Reseller
Out of Box Failure Confirmed – No Warranty Does Not Apply	LVI America – Reseller owes LVI America	Reseller
Out of Warranty	Reseller	Reseller

- In cases where Reseller is responsible for shipping charges, Reseller has the option to charge Reseller's Customer.
- A new product where Warranty Does Not Apply will be one that has obvious misuse. As stated in the LVI warranty, the warranty excludes damage resulting from abuse, accident, modifications, unauthorized repairs, or other causes that are not defects in materials and workmanship.
- For a full explanation of Warranty and Technical Service Procedures, see Appendix C of the Reseller Agreement.