



Return Merchandise Authorization

Replacement Policy:

- Sixty (60) day satisfaction guarantee for sixty (60) days from the date of the receipt.
- VCT will allow retailers to return the product in its original condition for a replacement. No refunds will be issued. The product must be returned with all materials, boxes, manuals, cables, etc. that were originally shipped.
- All returned merchandise must be shipped freight prepaid. Please insure a tracking system is enabled, VeriCorder is not responsible for transit loss or damages.
- Returned products found to be non-defective are subject to a 15% restocking fee.

To obtain a RMA number please complete the RMA form and submit to support@vericorder.com before returning any item. An RMA form can be found at www.vericorder.com/support. When requesting a RMA number, please state your order number, the product you wish to return and the reason for return. We will only accept returns which have an RMA number. VeriCorder will email the completed form back to you within 2 business days of receipt.

Warranty

If the product becomes defective within one year, VeriCorder will provide a replacement at no extra charge. The return product must be in the original condition to qualify for replacement. Out of warranty service is subject to a minimum 30% service fee. VeriCorder reserves the right to discontinue or change parts, models or products, or to make substitutions. Product warranty will be voided if the return product is physically damaged or has been modified in anyway. This warranty does not include damages which arise from negligence, misuse or use not in accordance with the product instruction. All returned merchandise must be shipped freight prepaid. Please insure a tracking system is enabled, VeriCorder is not responsible for transit loss or damages. Products must be received within 15 days or 25 days (international) of the RMA issuance date.

Proof of purchase, original receipt, is required for all returns.

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