

## Returning a Product for Repair

If you suspect the product is not working properly or if you have any questions about your product,

Contact our Technical Support Staff through one of our Technical Services with the following:

- Product Model and Serial# (Required)
- Return Shipping Address
- Daytime Phone Number
- Description of the Problem
- Copy of original purchase invoice on hand

The technician can assist in determining whether the Product requires repair.

If the Product needs repair, our Technical Support Department representatives will issue a return merchandise authorization (“RMA”) number.

Then return ONLY the specific defective part that is covered by the warranty (do not ship cables, manuals, diskettes, etc.) with a copy your proof of purchase to:

Promise Technology, Inc.  
Customer Support Department  
Attn: RMA# \_\_\_\_\_  
1450 Koll Circle Suite 102  
San Jose, CA 95112

You must follow the following packaging guidelines for returning products:

- (a) Use the original shipping carton and packaging
- (b) Include a summary of the problem(s) with product, return address, and daytime phone number
- (c) Include a copy of proof of purchase
- (d) With the supplied RMA#, label “**Attn: RMA# \_\_\_\_\_**” along with the Promise shipping address.

You are responsible for the cost of insurance and shipment on the product to Promise. Damage caused due to improper transportation or packaging is not covered under the above warranty.

In repairing the unit(s), Promise may elect to replace parts with new or reconditioned parts, or replace the entire unit with a new or reconditioned unit. In the event of a replacement, the replacement unit will be warranted for the remainder of the two (2) year period for the product or thirty days, whichever is longer.

Promise will pay for only standard return shipping charges. You will be required to pay for any shipping options such as express shipment you require.

### **Your Responsibilities**

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without dysfunction or damage. You are responsible for backing up your data before you install any product and for regularly backing up your data after you install the product. Promise is not liable for any damage to equipment or data resulting from use of any product.