



Mobile Awareness

Return Material Authorization

Product Return and Replacement Procedure

The following policy is for RMA transactions for Mobile Awareness products. If you have any questions regarding this policy or are in need of technical support, please contact Mobile Awareness at 1-866-653-5036.

All product that comes in for service must have an RMA number. Packages without an RMA number may be rejected.

In Warranty Service

- 1) Contact Mobile Awareness in order to receive an RMA number
- 2) Upon receiving your RMA number, package and send the product back to Mobile Awareness
- 3) Label box with RMA number to ensure it arrives to the Mobile Awareness service department
- 4) Proof of purchase is required for warranty service
- 5) Mobile Awareness must receive defective/unwanted product before issuing replacements or refunds
- 6) Discontinued product is not eligible for warranty service

Immediate Replacements

Mobile Awareness understands you and your customers have time constraints. Mobile Awareness requires all product to be returned, received and evaluated prior to issuing replacement product. If you need immediate replacements, Mobile Awareness requires a credit card to be held prior to sending replacement product. Your credit card will only be charged under the following incidents...

- 1) Defective product is not returned within 15 days
- 2) Returned product is deemed to be working properly
- 3) Returned product is deemed defective due to user error, abuse or other non-mechanical/electrical issues
- 4) Returned product is not as described at time of issuing RMA

In any of these cases, your credit card may be charged for the cost of the product in question, including shipping.

Out of Warranty Service

- 1) Contact Mobile Awareness in order to receive an RMA number
- 2) Upon receiving your RMA number, package and send the product back to Mobile Awareness
- 3) Label box with RMA number to ensure it arrives to the Mobile Awareness service department
- 4) Upon assessment, a Mobile Awareness representative will contact you with diagnosis, options and any additional information

Return for Refund

Mobile Awareness offers repair or replace services. Refunds may be given under certain circumstances. In order to receive a refund, the following must be met...

- 1) Product must be returned unused
- 2) Product must not be modified; including painted, cut, crimped or broken
- 3) All original parts must be returned
- 4) Discontinued product is not eligible for return or refund
- 5) A 15% of original cost re-stocking fee may apply

Diagnosis:

Evaluation takes between 3-5 business days.

Repair Time:

Turnaround time is between 7-10 business days from the day we receive the product. You will be advised if there is a delay.

Fees:

Mobile Awareness product support is free. Any fees will be explained at the time of issuing the RMA. The customer is responsible for shipping charges to Mobile Awareness. Mobile Awareness will cover return shipping expenses.

Shipping Method:

Units are shipped via UPS Ground service. Overnight and 2-day shipping are also available for an additional fee.

Return all product to:

Mobile Awareness
(your RMA number)
6573 Suite A Cochran RD
Solon, OH 44139