



**AMS.NET, Inc.**  
Headquarters  
502 Commerce Way  
Livermore, CA 94551  
925-245-6100  
925-245-6150 Fax  
[www.ams.net](http://www.ams.net)

### **AMS.NET Return Merchandise Authorization (RMA) Policy**

- Returns will be accepted at AMS.NET discretion and are subject to manufacturer returns policies as well. For returns to be approved all merchandise must be in an unopened box and the customer agrees to pay a restocking fee of 15% of the purchase price. Returns must be made within 15 Days of receipt. All shipments must have a valid RMA number from AMS.NET before returning. For RMA requests please contact our Customer Service Department at (800) 893-3660 Ext. 6111. Email RMA requests should be directed to [service@ams.net](mailto:service@ams.net)
- Defective return does not include returns for incompatibility.
- AMS.NET reserves the right to replace defective parts in accordance with manufactures specifications and returns policies
- There will be no refund for shipping
- All products, unless otherwise stated, are covered by their respective manufacturer's warranties and the manufacturer's warranty process must be followed.
- All returns require prior authorization and must be returned in the original packing with all disks, cables, accessories, and documentation, including manuals, warranties, and a copy of original purchase invoice. To request a Return Merchandise Authorization, call our Customer Service team at (800) 893-3660. Please keep the RMA case number provided and reference it when calling to check on the status of your return. All calls requesting RMAs or RMA case status should be during AMS.NET normal business hours (8:00 AM to 5:00 PM Monday through Friday, excluding holidays). Incomplete or unauthorized returns will be refused and will be returned to you.

### **What This Return Merchandise Authorization (RMA) Policy Does Not Cover**

This policy does not cover: installation or service of product; conditions resulting from consumer mishandling such as improper maintenance or misuse, abuse, accident, or alteration; all plastic surfaces and all other exposed parts that are scratched or damaged due to normal use; products which have had the serial number removed or made illegible; products rented to others.



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### **APPROVED Return Merchandise Authorizations**

- Once an RMA has been granted please follow the steps outlined in the approval email you receive relating to shipment of the product back to AMS.NET. Customer will cover the cost of shipping, unless given alternative instruction from an authorized AMS.NET Returns Representative. Please use a shipping company that can track packages. We are not responsible for lost or stolen merchandise.
- When your return has been received and processed, AMS.NET will credit your account or issue a credit check if already paid in full.

### **Limits and Exclusions**

There are no expressed or implied warranties except as listed above. AMS.NET shall not be liable for special, incidental, consequential or punitive damages, including, without limitation, direct or indirect damages for personal injury, loss of goodwill, profits or revenue, loss of use from any product or any associated equipment, cost of substitute equipment, downtime cost, loss of data, programs or business information, or any other losses, or claims of any party dealing with buyers from such damages, resulting from the use of or inability to use this product or arising from breach of warranty or contract, negligence, or any other legal theory. All expressed and implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited to the applicable warranty specifications set forth above.