



diagnostics direct

The New Direction in Diagnostics

WARRANTY RETURN/REFUND POLICY

Diagnostics Direct products are warranted against material defects and workmanship for 30 days from the original purchase date. Before returning any item to Diagnostics Direct, please call (866) 358-9282 to obtain a Return Merchandise Authorization Number (RMA). Be sure to write this number on the outside packaging containing the returned item(s), not on the item itself. **Returns made without an RMA number will not be processed.**

1. RMA Numbers for Product Quality and/or Performance Issues:

- a. A product quality or performance issue is when the test does not work correctly, and/or the box or components are damaged.
- b. Product performance issues should be brought to the attention of our technical support staff before being issued an RMA number. For technical support, call (866) 358-9282.
- c. Authorized returns of product with quality or performance issues are eligible for a full credit and/or refund as applicable.

2. RMA Numbers for All Other Issues:

- a. RMA numbers must be obtained within 10 days of the original shipment.
- b. Authorized returns must be received by Diagnostics Direct within 10 days of issuance of the RMA number.
- c. Authorized returns are eligible for a credit and/or refund less a \$25.00 restocking fee for each returned item. If the original invoice is unpaid, payment for the restocking fee must be enclosed with the return.
- d. The customer is responsible for return shipping costs and arrangements.

3. Returns Not Acceptable for Credit and/or Refund Include:

- a. Products received with no RMA number;
- b. Products received more than 10 days after the issuance of an RMA number;
- c. Discontinued products;
- d. Expired products;
- e. Items supplied to the customer as an accommodation;
- f. Items not purchased from Diagnostics Direct;
- g. Refrigerated or temperature controlled products;
- h. Products that are outdated, shelf-worn or used, or in any way unsuitable for resale as new;
- i. Products that have been used and/or missing components; and
- j. Drop shipped orders.

Send Returns To:

Diagnostics Direct
One South Main Street
Cape May Court House, NJ 08210
(866) 358-9282