



RETURN MERCHANDISE AUTHORIZATION FORM

Thank you for purchasing our products. We regret that you have experienced some problems. We are committed to your satisfaction and will be glad to process our return or exchange according to our **policy and conditions**, but please follow our procedures. To return the item, please follow the steps below:

1. To ensure that you are properly credited, **obtain Return Merchandise Authorization Number (RMAN)** by filling in our **contact form** specifying in the message box you are applying for the above number. You must have the RMA# before any returns are accepted by us. No returns are accepted without an RMA Number.
2. **Pack the unit(s) securely using the original packing material.** Remember, this is still your property and we will not be responsible for any shipping damage.
3. **Write the Return Merchandise Authorization Number (RMAN) on each package returned.**
4. **Include the information required below also on the package separate sheet together with proof of purchase**(copy of your invoice or packing slip) - must indicate purchase date.
5. Use an express courier or ems(international mail) to **ship the package(s) at the following address:**
ENDOACUSTICA
Attn: Return and Exchanges
Via Padre Annibale di Francia, 31
70029 Santeramo in colle (Bari)
Italy
6. **The shipment must be prepaid and insured.** We will not accept freight collect shipments.
7. **Fax or email a completed copy of this form to info@digitalvoicerecorders.net.**

Return Merchandise Information	
RMAN:	
Name:	
Shipping Address:	
Email:	
Daytime telephone Number:	
Article Code :	
Description of Products:	
Descriptions of Problems:	

Returns are processed within 10 days of receipt, and refunds are credited or mailed within 2 weeks of processing. A 15% restocking fee is applied to cover our return processing, credit card fees, packing, shipping and other restocking expenses unless an error is made by us. Shipping charges are not refundable. A higher restocking fee will be charged for any damage done to the items returned or if the items are returned in not-as-new condition.

Best regards

[WWW.digitalvoicerecorders.net](http://www.digitalvoicerecorders.net)