

1. **How to Return an Item** - The Return Merchandise Authorization (RMA) form from below must be completed and emailed to sales@parabit.com.

* **Please save all packaging and accessories for any item that is returned to Parabit.**

All original equipment, components, manuals, cables, documents and packaging must be returned with your item in order for Parabit to process your RMA. An item returned for a replacement may be repaired or replaced at Parabit's discretion, unless otherwise required by law. Products with specific refund and return policies and deadlines must be returned within the time periods specified for each item. Physically damaged items cannot be returned.

2. **Restocking Fee** - A 35% restocking fee will be charged for all returned products.

3. **Shipping Fees** - The Customer is responsible for shipping returned items back to our offices, unless items are covered under warranty, for which Parabit will pay for the "Ground" transportation to have the item returned. The same applies when item is returned.

4. **Acceptance of Return is Contingent on Condition** - Parabit's Accounting Department will contact our Technical Department (once the product is returned) in order to determine if the item(s) was returned in satisfactory condition and qualifies for a refund.

5. **Notification and Refund** - Upon the Accounting Department's confirmation that the item has been received by our warehouse the Customer will be notified as to the status of the return, via email. Refunds on credit usually take 2-3 business days. Please note that the 2-3 day processing time starts after the returned item(s) has been received by our warehouses and the notification has been given. The refund will be issued to the customer through the same method used for the original purchase.

6. **Parabit Systems' Address** - Upon receiving your RMA number from Parabit, please return merchandise to the following address:

Parabit Systems, Inc.
RMA# _____
35 Debevoise Ave.
Roosevelt, NY. 11575

7. **Parabit Shipping Error** - If the item(s) to be returned are due to a Parabit shipping error please call our Customer Service line immediately at (516) 378-4800 and arrange for shipment of the correct product. Parabit's Shipping Department will arrange for FedEx to pick up the wrongly shipped item(s) at our expense.

8. **Advance Replacements** - If an advanced replacement is required, it must be accompanied by a Purchase Order (if you have payment terms) or equipment costs must be held on your credit card. Parabit must receive equipment back within fourteen (14) days of the date the RMA was issued.

Please **DO NOT** return your order until our return department approves and issues you an RMA number. To request a Return Merchandise Authorization (RMA) number please complete this form (signature required) and emailed to sales@parabit.com. Parabit Systems, Inc. will then issue an RMA number based on the information included in this form. Approved RMA numbers will be sent via email. Once your request has been approved, you may send your return (along with this form) for a replacement, repair, or refund.

Please print and complete all fields

Company Name		Contact	
Phone Number		Fax Number	
Email Address		Order Date	
Purchase Order Number		Date returned	

Please send the RMA number to: (Please check at least one)

<input type="checkbox"/> Email Address	
<input type="checkbox"/> Fax Number	
Item description	
Part Number	
Quantity	

Reason for Return:

<input type="checkbox"/> Wrong item shipped	<input type="checkbox"/> Shipping damage	<input type="checkbox"/> Ordered wrong products			
<input type="checkbox"/> Defective	<input type="checkbox"/> Did not perform as expected	<input type="checkbox"/> Other			
Action Requested	<input type="checkbox"/> Replacement	<input type="checkbox"/> Refund	<input type="checkbox"/> Repair	<input type="checkbox"/> Estimate	<input type="checkbox"/> Advance Replacement

Print Name	
Signature	
Return Ship Address	
RMA#	To be assigned by Parabit

NOTE: Parabit's return policy is 30 days. Please review the attached return policy statement to ensure your request will be processed correctly.