DIAGENIX RETURN POLICIES AND PROCEDURES

- Customer may request an RMA number within fifteen (15) days of receipt of goods.
- RMAs are valid for ten (10) business days from the date of issuance.
- A Return Material Authorization (RMA) number must accompany each item of merchandise.
- All returns MUST be returned in appropriate packaging, which must be placed inside of the original shipping box or must be returned in Diagenix ISTA (International Safe Transit Association) approved packaging.
- Returns must be complete with all manuals, cables, warranty cards, static bags, etc. just as the Customer received them.
- The customer is liable for damage due to improper packaging.
- Customer is responsible for freight costs when returning product.
- For Resellers you are ultimately responsible for the condition of the returned items. These policies should be communicated to their end-user customer. Product will be returned to customer if found in other than sellable condition.
- The RMA number must be clearly marked on the outside of the return package or Diagenix will refuse the return shipment and without an RMA number will be returned to you unopened and at your expense.

NON-DOA RETURNS POLICY

- No open box returns for non-DOA products. Product box must be clean and undamaged, with no usage marks of any kind. This includes writing, stamps or shipping labels (i.e. Written RMA numbers). If product was shipped manufacturer sealed, it must be returned manufacturer sealed. If product was shipped to you double-boxed, it must be returned double-boxed.
- There will be a restocking fee of 20% on returns resulting from customer error.
- All servers, including custom configured servers and /or integrated systems are non-returnable. Individual components are covered by the manufacturer's warranty and Diagenix extended warranty. Diagenix does not accept returns of Services, Maintenance and Support, Monitors and Network/phone System Products and Custom Products.
- All Nuance Software, Loquendo Software, and Envision Software is non-returnable.
- All software must be in the original, factory sealed package to be eligible for return. Electronically transmitted software carries the manufacturer's warranty and return policies only.
- For customers on credit terms, credit will be applied to your account when the product is received by Diagenix minus the restocking fee.
- For customers on C.O.D. or Credit Card status you will receive a refund/credit to your card when the product is received by Diagenix minus the restocking fee.
- Product that is discontinued/obsolete from the supplier does not qualify for a return.

DOA RETURNS POLICY

- An RMA number must be assigned as noted above.
- For customers on credit terms, credit will be applied to your account when the product is received by Diagenix. Replacement product will be sent in advance, freight free via UPS Ground.
- For customers on C.O.D. or Credit Card status, replacement product will be sent upon receipt of product by Diagenix. If desired, we will send replacement product utilizing your normal C.O.D./Credit Card status, and you may request from the accounting department a refund/credit to your card when defective product is received by Diagenix.
- Customer is responsible for freight costs when returning product.

OBTAINING AN RMA NUMBER

To obtain an RMA number, please contact Diagenix Technical Support at 866-425-6600. To receive an RMA number, you will need to provide the following information:

- Customer Name
- Diagenix invoice number
- Part number and merchandise description
- Serial number
- Detailed description of the reason for the return.

Please Note:
Items designated as "Special Order" will not be eligible for return to Diagenix.   If Diagenix receive a Purchase Order to deliver these items, Customer may not cancel the Purchase Order prior to shipping the items as all sales associated with these designated items are final as of the date indicated on the Purchase Order.