DIGITAL VIDEO SURVEILLANCE SYSTEMS
1-866-840-9080 OFFICE
1-866-893-7620 FAX
www.getdvss.com **sales@getdvss.com**

REPAIR REQUEST FORM

Please fax REPAIR form to 1-866-893-7620 **or email to** repairs@getdvss.com

Ship to: Digital Video Surveillance Systems LLP
2500 Cayer Ln. Suite E
Columbia, Tn. 38401

Remarks_____ **RRF #.** _____
(for DVSS use) **(for DVSS use)**

Date _____ **Contact Person**_____

Company Name_____

Address_____

Telephone_____ **Fax**_____ **email**_____

***Please fill out the form completely, incomplete forms will delay RMA process**

ORIG INV/PO#	WARRANTY DATE	PRODUCT DESRIPTION(type)	CHANNELS
_____	_____	_____	_____

SERIAL#	PRODUCT BUS. LOCATION	DETAILED PROBLEM OF PRODUCT
_____	_____	_____

_____

Return Policy:
It is the customer's responsibility to backup all of the data. Digital Video Surveillance Systems will not be held responsible for any data loss. Warranties are void due to any physical damages, improper uses and improper installations. There is a minimum of 1 hour labor for all repairs. Customer is responsible for shipping to DVSS and from DVSS to customers location if product is not under warranty. If product is at the DVSS facility for 60 days without contact of owner, DVSS will take possession of product.

Shipping Instructions:
Once you obtain an RRF number, products must be returned within 10 working days. All RRF numbers provided must be clearly printed or labeled on the outside of each carton. Ship units to Att: **Digital Video Surveillance Systems LLP 2500 Cayer Ln. Suite E Columbia, Tn. 38401.** All returns must be properly packaged and insured by customers. Improper packaging may result in physical damage and will void warranty. Digital Video Surveillance Systems is not responsible for products damaged or lost during shipping and will not be held liable for such. Unauthorized returns will be refused.

Signature_____PRINT _____ Date_____