

Return Authorization

**** All Returned Items Must Be Insured ****

All information *must* be completed in order to be assigned a Return Authorization number.
Non-warranty repairs require a purchase order.

P.O. # _____ (Required if out of warranty)

BILL TO/SOLD TO:

SHIP TO: (If different than Bill To)

Company Name _____

Company Name _____

Address _____

Address _____

City, State, Zip _____

City, State, Zip _____

Telephone _____

Telephone _____

Fax _____

Fax _____

Contact Name _____

Items are being returned for: Repair _____

Credit _____ (check one)

Pcs.	PDi Model #	PDi Serial #	Problem(s)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Fax completed form to (937) 743-9871

IMPORTANT NOTE: You will receive a Return Authorization number via return fax. Please include a copy of this form with all shipments & reference RA# on shipping label or box.

Return product to:

**PDi Communication Systems
40 Greenwood Lane, Springboro, OH 45066
Phone: (937) 743-6010**

Return Authorization No. (RA#)

For PDi Communication Systems use only.

Received _____

Important Packing Instructions

1. Remove the handle from the 9" television by unscrewing the nuts and sliding the handle down. Replace the nuts on the studs and place the handle in the box with the television.
2. Box the television with ADEQUATE packing to assure it arrives undamaged. If insufficiently packed, the shipper will deny any claims for shipping damage.
3. Reference the RA# number on the box and include a completed copy of the Return Authorization form with the television.

Your Responsibility when Receiving Freight

Steps to take at time of delivery to protect against loss or damage:

1. **Verify count.** Make sure you are receiving as many cartons as are listed on the delivery log. If a shortage is discovered, note exactly how many cartons are short on all copies of the carrier's delivery receipt. Be sure to retain your copy.
2. **Carefully examine each carton for damage.** If damage is visible, make sure it is noted on all copies of the delivery receipt. If a carton shows damage to the extent that contents may also be damaged, insist that it be opened at that time. You and the driver should make a joint inspection of the contents. If damage to the contents is discovered at that time, make sure it is noted on all copies of the delivery receipt. Be sure to retain your copy.
3. **Immediately after delivery, open all cartons and inspect for any concealed damage.** Even though the driver is no longer there, all cartons should be opened immediately and the contents inspected for any possible damage.

Steps to take when visible or concealed damage is discovered:

1. **Retain damaged items.** Not only must the damaged items be held at the point where received, the containers and all inner packing materials must be held until inspection is made by a carrier inspector.
2. **Notify the carrier at once.** [Also, notify PDi Communication Systems, 40 Greenwood Lane, Springboro, OH 45066, (937) 743-6010, fax (937) 743-9871.] Failure to report concealed damage within 15 days of receiving shipment (deadline may vary, depending on the carrier) will almost certainly result in the carrier denying your claim.

Steps to take when carrier makes inspection of damaged items:

1. **Keep damaged items in the receiving area.** Make certain the damaged items have not been moved from the receiving area prior to discovery of the damage. Allow the inspector to inspect damaged items, cartons, inner packing materials and freight bill. Retain your delivery receipt; it will be needed as a supporting document when a claim is filed.
2. **After the inspector fills out the inspection report, carefully read it before signing.** If you do not agree with any facts or conclusions made by the inspector on the report, do not sign it. Unless repairs will be completely satisfactory make certain the inspector requests replacement ON THE INSPECTION REPORT. A new item can be ordered ONLY if the inspection report specifies REPLACEMENT.

Steps to take after inspection has been made:

1. **Continue to retain damaged merchandise.** Even though the inspection has been completed, damaged items cannot be used or disposed of without permission from the carrier.
2. **Do not return damaged items to the shipper.** Return of such items should not be made without the written authorization of PDi Communication Systems.