

Returns Policy

- 1) All products being returned must have an RMA # issued, contact us by e-mail at support@vexrobotics.com or call 903-453-0802. Returns without an RMA # are considered unauthorized and VEX Robotics is not liable for product. Please note that an RMA # does not guarantee final disposition.

For returns for credit, products will be inspected upon receipt and must be in original packaging and not damaged in any way. All inner parts must be included as originally received. The restocking fee may be waived or reduced in lieu of an offsetting order of the same or greater value. Credit will not be refunded until final disposition of product.

For defective or warranty returns, package items carefully to prevent shipping damage. Original packaging is not required.

- 2) Ship the products along with a completed Return Merchandise Form to the address listed below.
- 3) RMA # must be on the Shipper Label or Packing List to prevent any delays. Please do not write on the outside of the box.
- 4) VEX Robotics will inspect product upon receipt and respond with an e-mail notifying you of our findings. Notification typically occurs within 24 hours of receipt.
- 5) If a failure is determined to be due to a manufacturer's defect, we will repair or replace and return the unit at no charge via UPS Ground.
- 6) If a failure was determined to be caused by factors other than a manufacturer's defect, including but not limited to:

- application of reverse or improper voltage
- shorting the outputs
- components worn by use
- misuse or tampering
- improper application

then VEX Robotics will send you a quote for repair or replacement, if requested.

RMA Shipping Address:

VEX Robotics, Inc.

Attn: RMA # _____

1519 Interstate 30 West

Greenville, TX 75402

903-453-0802

VEX Robotics, Inc.

Return Merchandise Form

Instructions:

- 1) E-mail support@vexrobotics.com or call 903-453-0802 for an RMA #.
- 2) Fill in the top half of this form
- 3) Ship the product and this form to:
VEX Robotics, Inc.
Attn: RMA #____
1519 Interstate 30 West
Greenville, TX 75402
- 4) RMA # must be included on the Shipper Label or Packing List to prevent any delays. Please do not write on the outside of the box.

RMA # _____

Order/Invoice # _____

Name _____

Company/School Name _____

E-mail Address _____

Daytime Phone _____ Evening Phone _____

Fax Number _____

Return Shipping Address _____

Description of problem _____

For VEX Robotics Use Only:

Date Received _____

Tested By _____

Date Returned _____

Repair Charge _____

Failure Evaluation _____

Action Taken _____