

**IMPORTANT NEW GUIDELINES & POLICY – PLEASE READ CAREFULLY.**

To ensure proper credit and/or processing of repairs under warranty service:

1. RMA form must be submitted first for pre-authorization prior to shipping the unit back to AGNPRO. Please go to [WWW.AGNPRO.COM](http://WWW.AGNPRO.COM) and roll over "Support" and click on "Distributor and Dealer RMA".
2. Prior to shipping the unit back, please inspect the unit for the defect reported. Any product returned that is found by our technicians to have **no trouble found – NTF** code during inspection will incur a **20% bench inspection fee**.
3. Prior to shipping the unit back, please also **inspect the unit for any physical damage**. Physical damages to the product are not covered under the AGNPRO product warranty. Customer will be charged repair cost for any physical damage on returns\*, swaps or repairs in which the customer wants the physical damage repaired.
4. Return Box must be clearly **marked with RMA#** issued by AGNPRO's RMA Department.
5. Retain **original box, protective foam and all accessories**. All units should be shipped in original box and protective foam to avoid damage during shipping.
6. Units returned for swap must be sent back **with** all accessories and instruction manuals for proper credit.

Units returned for warranty **REPAIR** must be sent back **without** accessories and instruction manuals. Our repair service center will not be held responsible for lost accessories and/or instruction manuals

7. **AGNPRO is not responsible for any damages incurred during shipping.**
8. AGNPRO has a 14 day DOA replacement policy. **You must submit Proof of Purchase – Copy of original Invoice in order to request a Swap under the DOA program.** Units must be returned in brand new condition with original packaging, accessories and instruction manual. All other units will be repaired under warranty terms and conditions.
9. At the sole discretion of the seller AGNPRO, a return for credit can be issued for return of **brand new unopened goods only within 7 days of purchase. All returns for credit will incur a 20% restocking fee without exception.**

Units received back not following the guidelines may result in delays or an inability to fulfill your request.

**VERY IMPORTANT PACKING INFORMATION FOR A SAFE SHIPMENT**

1. Please note that when returning units to our warehouse for Returns for Credit or Returns for Repair under Warranty Service, **all items must be properly packed in a safe and secure manner to avoid damage during the shipping.**
2. **From our experience, all returned units should be packed in the original product box and protective foam to ensure a safe journey.** The corners of the monitor are particularly prone to damage during shipping if you do not use the original box and foam even though the monitor may appear to be packed very well.
3. **AGNPRO will not be responsible for any damages to the product during shipping. For returns or repairs, you will be billed for the cost of the damage.** Please note that UPS and Fedex do not take responsibility for physical damage when the unit has been deemed to be incorrectly packed. UPS and Fedex will only accept claims on shipping damage from shipper. **Customer is responsible for filing claims with the carrier directly.**