



This is not the International Symbol
for Surge Protection...
but perhaps it should be!

Returned Material Authorization Request Policy

In order to ensure the efficient handling of returned material from our customers, DITEK Corp. request that the following procedures be followed:

Product Returned for Credit –

- Customer must contact DITEK Corp. Customer Service Department at 727-812-5000 and request authorization to return product.
- Customer Service will evaluate and determine if return will be approved.
- If the return is approved, a Returned Material Authorization (RMA) Form will be issued by the Customer Service Department.
- Customer must provide proof of purchase.
- Product requested for return must have an original invoice date of not more than six months from return request.
- Product must be in its original package.
- RMA number must be visible on the outside of the shipping carton when returning.
- All shipping charges are to be pre-paid by the customer.
- Product must be received within 60 days from the RMA approval date.
- No cash, check, or credit refunds will be issued. A credit will be issued to customer's DITEK account.
- Returns are subject to verification upon receipt. Credit may be adjusted based on materials received.
- A re-stocking charge may be assessed.
- DITEK Corp. does not offer any annual or excess stock parts return programs.
- Product must be received within 60 days from the RMA approval date.

Note: Items not returnable for credit: All items that were purchased under the terms of non-cancelable/non-returnable product.

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