

## When to contact Uveritech

If for any reason you are experiencing a problem with your Fraud Fighter Counterfeit Detection Equipment, please follow the below instruction.

## Return Procedures

1. Simply call **800.883.8822** and ask for the returns department.
2. A representative will verify whether or not the item needs to be shipped back for repair and/or replacement.
3. They will need you to verify the following information: Company Name, Contact Name, shipping address, phone number and quantity of units being sent back for repair and/or replacement, and approximate time you have had the unit.
4. At that time a representative will either fax or email you a Returns Merchandise Authorization Form which will have all the information that you will need to return your item(s) to us.
5. Package the unit carefully. It is recommended that you use the original container if available. Units should be wrapped in a "bubble-wrap plastic sheet or any other suitable packing material.
6. Ship unit(s) PREPAID to: **Uveritech 1743 South Grand Ave. Glendora, California 91740**
7. Please make sure to write your **Return Merchandise Authorization** ("RMA") number on the box when shipping it back to ensure proper and prompt processing.
8. Once a return is received, our Quality Assurance department will review it, and we will ship out a repaired and/or replacement unit to you via UPS Ground.
9. Please allow approximately 3 weeks for replacement and/or repair of new unit.

## Following up on an RMA

Inquiries regarding the status of an RMA must be directed to [support@fraudfighter.com](mailto:support@fraudfighter.com) with the following string in the subject line (RMA # XXXX):

## Warranty Policy

FraudFighter products are warranted to be free from material and workmanship defects, as long as the original purchaser owns the unit, during the life of the product. Please refer to your original documentation to discover what the life of the product is for your product, as this varies by model. Supplier's limit of liability under this warranty is to repair or replace the product at Supplier's option. Consequential costs such as, but not limited to, loss of use, loss of time or freight charges are not covered. Any product that has been abused, altered, tampered, or incorrectly operated is not covered. Product finish is excluded from this warranty. No other warranties are expressed or implied. We reserve the right to make changes in design, materials and specifications without prior notice.

### Returns Address:

Uveritech- RMA # \_\_\_\_\_  
1743 S. Grand Ave.  
Glendora, CA 91740

### Make sure you:

- ✓ Pack and seal boxes with ample packing material, ensure the models are protected from shipping damage.
- ✓ Please print the RMA number clearly on the return label or on the outside of the return shipment to avoid any delay in processing.
- ✓ Use a track able shipping method whenever shipping items to Uveritech. Uveritech will not be responsible for shipments lost during return process.