

## **Roving Networks Return Policy**

Note: Please review our Warranty Policy and be sure to read the entire return policy below before proceeding with a return.

1. To receive an RMA (Return Merchandise Authorization) number, go to Roving's website and click on Contact Us under the About tab. Fill out the contact form, making sure to choose RMA's for Reason for Contact. Fields with an asterisk (\*) are required fields. Click 'submit' and your request will be sent to the RMA department. Roving Networks will evaluate the problem and if covered under warranty will issue an RMA number via email.
2. Once you receive the RMA #, send the item(s) to Roving Networks. You are responsible for the cost of shipping the item(s) to Roving Networks. Shipping and handling charges are not refundable. We are not responsible for any shipping charges of merchandise being returned to us. Roving Networks will pay for the return shipping. Ship all RMAs to Roving Networks' office address:

**Roving Networks, Inc.**  
**102 Cooper Ct.**  
**Los Gatos, CA 95032**

**Note: The RMA number must be referenced on the shipping label.**

3. Once Roving Networks receives the returned item(s), Roving Networks will confirm whether the item(s) is in fact covered under warranty.
  - a. If the damage or problem with the returned item(s) is not covered under warranty (see Roving Networks' Warranty Policy), Roving Networks is not responsible for any type of repair or replacement of the item(s).
  - b. If the damage or problem with the returned item(s) is covered under warranty in accordance with Roving Networks' Warranty Policy, Roving Networks will inspect, test, and evaluate the returned item(s).
4. Roving Networks in all cases will first attempt to repair the returned item(s). However, if the item(s) is not repairable, it will be replaced.
5. Upon repair or replacement, Roving Networks will then ship the item(s) back to the sender.