



Customer Service Policy:

A. Data Translation, Inc. will repair or replace, at its option, any faulty item within ten business days after receipt of said part regardless of its warranty status.

B. A Quick Turnaround Plan is available to expedite servicing. Contact the Data Translation Repair Center for details. (Via telephone **(508) 481-3700 x 1323** or via email at: **REPAIRCENTER@DATX.COM**)

C. If product should fail during the warranty period, it will be repaired free of charge. For out-of-warranty repairs, the customer will be invoiced for repair charges.

Return Policy:

To return an unopened hardware product within 30 days of invoice date, contact your Data Translation sales representative. You will receive a full refund, less a restocking fee of 25% of net selling price. This policy only applies to hardware products having a published list price on the Data Translation website.

Hardware Repair Procedure:

Upon determining that repair services are required, please contact the Data Translation Repair Center Department to obtain a Return Material Authorization (RMA) number. (Via phone **(508) 481-3700 x1323** or via email at: **REPAIRCENTER@DATX.COM**) Please have the following information ready when you call or include the information in the email: complete product model number, product serial number, name, address, and telephone number of person returning product. Please include any special repair instructions. A Purchase Order or Credit Card information will be required if the product returned for repair is out of warranty. Carefully package the product in anti-static packaging, making sure the RMA number appears on the outside of the package. Include a description of the malfunction along with the return address and telephone number of a technical contact.

Ship prepaid to:

Repair Center
Data Translation, Inc.
100 Locke Drive
Marlboro, MA 01752-1192 USA

Upon completion of the services required, an invoice will be issued stating the charges and a description of the work completed. Data Translation will prepay return shipments via UPS for all continental U.S. returns. Returns requested to be shipped back via air freight or via another carrier will be sent Freight Collect.