

RMA Instructions:

Step 1	Read the terms & conditions below
Step 2	Fill out this web form in its entirety: RMA Verification Form
Step 3	Print and sign at the end of this agreement indicating your acknowledgment to all terms and conditions stated in this agreement.
Step 4	Read the Shipping Instructions below thoroughly, and package your devices.
Step 5	Place the signed agreement inside your repair box being shipped to us.
Step 6	Please write your RMA number on at least 2 sides on the outside of your package.
Step 7	Ship your devices & agreement to: Precision Biometrics, Inc. 2303 West Commodore Way, STE 301 Seattle, WA 98199

Terms & Conditions:

- All equipment repairs must be accompanied with this agreement, signed, with your RMA number issued by Precision Biometrics (PBI) written on the top right corner.
- Equipment received without this form will not be processed.
- Repairs begin in the order they are received. If you require expedited service, there will be a \$50 fee.
- When repairs are complete, you will be sent a final invoice. Your devices will not be returned until payment has been processed.
- Repairs not claimed/payed for after 6 months will be considered abandoned and will become property of PBI.

Warranty Repair:

- Devices purchased within 1 year are considered under warranty.
- When your devices arrive, we will assess to see if you have in any way voided your warranty, i.e. opened device, water damage, corrosion due to improper battery usage, etc.
- If it is determined that your devices are still under warranty, all repair costs will be covered.
- You will only be responsible for the cost of shipping to us.
- PBI will cover the return shipping cost via FedEx Ground.
- Expedited shipping requests will be at the customer's expense.

Non-Warranty Repair:

- All non-warranty repairs are subject to a \$95.00 diagnostic fee.
- After your devices have been inspected, we will email you a quote with repair details and costs which will require your authorization before repairs begin.
- All shipping costs are at the customer's expense.



MyoVision/Precision Biometrics

P | (800) 696-6961

F | (206) 357-6455

E | support@myovision.com

Shipping Instructions:

- Please ship your system hub (SoloVision or PhysioMonitor) with your broken devices, as well as any necessary cables.
- Your system should be shipped in the original case to prevent damage.
- If the original case is not available, we recommend using shipping foam or bubble wrap to protect your devices with at least 1 inch of padding space to the outside of the box.
- Ship using a traceable carrier, i.e. FedEx, UPS, DHL or USPS Certified Mail, and keep tracking info for your records.
- Any damage(s) incurred during shipping due to insufficient packaging will be at the customer's expense.
- For more packing info, follow this guide from FedEx for proper packing methods:
<http://www.fedex.com/us/service-guide/our-services/package-shipment/index.html>

International Shipments:

- Register your merchandise in your country to avoid paying additional duties on the return shipment. You will want to include the serial numbers of your devices on the packing slip.
- The repair value is dutiable and is the responsibility of the customer.
- Use HS Code 9801.00.1012
- The description should read "Return for Repair."
- PBI will not be held responsible for any taxes/duties to send the items in for repair or back to the customer unless it is a warranty repair item.

By typing/signing your name below, you acknowledge and agree to all the terms and conditions stated in this agreement.

Signature for repair authorization

Date

Place a copy of the signed agreement inside your repair shipment.



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