

FORD AV RETURN POLICY

Ford will, at its discretion, honor equipment/product returns under the following conditions:

- a. All returns must be preauthorized by Ford AV and clearly identified with an RMA (Return Material Authorization) number. Returns without an RMA may be returned to customer.
- b. Any product being returned must be in the original packaging as when it was received
- c. Product has not been installed and is free of any physical damage.
- d. Product must be returned within six months of original purchase date.
- e. Customer will be responsible for all return shipping charges.
- f. Customer will be responsible for any restocking fees that may be incurred. (Restocking fees may range from 15%-50% depending on manufacturer)

Exceptions:

- a. Returns of any video displays will be handled on a case by case basis and only if unit is in its original packaging. No credit for displays not in original box.
- b. Any product that has been custom manufactured to customer's specifications is not returnable.
- c. Lifesize equipment is not returnable

For further information, please contact our Customer Care Center at 1-800-654-6744.