



## Important! Unit Exchange & Return Instructions



**NOTE: Please retain ALL the packing materials from this shipment. It has been specially designed to protect the unit during shipping, and must be used to return the defective / exchange unit(s). Insufficient packing resulting in shipment damage or missing unreturned accessories will be billed.**

1. **Unpack the New Unit**, and check the carton for any supplied accessories, e.g. AC adapter or power cords.
2. **Disconnect the Old Unit** and Old Accessories and *set them aside*.
3. **Install / Connect the New Unit**. Reconnect the power source and any other cables; then check for proper operation.
4. **Repack the Old Unit** into the existing shipping carton and protective bag or wrapping. **Also, pack any AC adapters or other exchanged accessories you received; return them too.**
5. **Seal and Apply the Return address labels or Call Tag (if supplied) to the carton.** Call for pick-up. See reverse side for carrier contact numbers.  
*All return items must be shipped back within 2 business days.*
6. **Write the Return Material Authorization – RMA # on the outside of the carton.**
7. **Retain the Tracking Numbers for Proof of Shipment.**

For Technical Support on your DNP products, please call **855-367-7604**

## Thank you!

Visit us at [dnpimagingcomm.com](http://dnpimagingcomm.com)

DNP Imagingcomm America Corp.

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EMAIL: [dnp.support@dnp.imgcomm.com](mailto:dnp.support@dnp.imgcomm.com)

## Dear Valued Customer,

Please follow the instructions in this communication, and in any accompanying material such as the packing instructions. Failure to do so will result in your business being invoiced for this replacement part. If the equipment you receive is damaged in any way or if you have any questions or concerns, please contact Customer Service at 1.800.814.4672, Option 2, then press 2.

1. If you receive a pre-paid shipping label attached to this communication, the component **must** be shipped back to DNP within 48 hours to avoid being invoiced. The toll free numbers to these freight carriers are UPS—800.742.5877 and FedEx—800.463.3339. The shipping label should be affixed to the outside of the shipping container. Below are examples of pre-paid shipping labels you might have received. If you misplaced your pre-paid shipping label, contact Customer Service and they will send you a replacement label for a \$25 fee.

Invoice: _____	Date: 06Apr11	Shipping: 0.00
Customer: _____	Weight: 20 LBS	Special: 0.00
Phone: (704)784-8100	COO: 0.00	Handling: 0.00
Dept: SHIP	DV: 0.00	Total: 0.00
Svcs: GND PPD RMGR TRCK: 057695430015038		
From: MR. SHINJI SUEKANE DNP PHOTO IMAGING AMERICA 101 UHLAND ROAD. SAN MARCOS, TX 78666 (512) 753-7253	CRD: 0742102/CAFE2472	(704) 784-8100
TO CARL AUTRY DNP 4524 ENTERPRISE DR CONCORD, NC 28027	(US)	<b>FedEx</b> Ground
RMA: 1401 Dept: SHIP		<b>G</b>
		
		
(9612137) 0576954 30015038 GND RETURN MGR Prepaid		

DNP IMS AMERICA CORP RMA 711 1001 TECHNOLOGY DRIVE MOUNT PLEASANT PA 15666-1766	9 LBS <b>RS</b>	1 OF 1
SHIP TO: RMA 711 (704) 784-8100 DNP IMS AMERICA 4524 ENTERPRISE DR CONCORD NC 28027		NC 280 1-01 
<b>UPS GROUND</b>		
TRACKING #: 1Z X6H 016 90 9529 4826		
		
BILLING: P/P RETURN SERVICE PKG REF1: XXXXX		
P.O.#:	Box 1 of 1	
SSU 9.9.00.00 E2746	12.5V 01/2011	
INVT XXXXX 1 Pks 04-07-11		
UPS STD Ground		
WT: 8.76 lb HFee \$ 0.74		
TRK# 1ZX6H0169095294826 -1ZX6H0169095294826		
Tot Chg \$ 9.54		

2. Only return the equipment that has been supplied in this replacement component. If you have additional equipment that needs to be returned, please contact Customer Service at 855-367-7604.
3. When packaging the component for return, make sure you use the original shipping container and any foam included in the original container. If the foam or container is damaged or lost, please contact Customer Service for a replacement. Follow the packing instructions that came with the replacement part to avoid shipping damage.
4. Be sure to retain a copy of the shipping receipt for your records for tracking purposes. Items lost during transit are your responsibility.

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