



RETURN MATERIAL AUTHORIZATION (RMA) POLICY

Any customers having issues should be advised to contact our technical support department and if after trouble shooting and our tech support finding no resolution an RMA will be set up. A Return Material Authorization (RMA) request form is emailed to the customer to complete and return via fax or email for the RMA to be issued. The serial number must be provided for the purpose of confirming that the product is still in warranty. Upon receipt of the RMA Request and confirmation of warranty an RMA number will be issued and emailed back to the requestor.

RMA (return of any product for any reason) is approved by the RMA department only and at no time should product be swapped out in the attempt to assist.

Only authorized items may be returned. The assigned RMA number must be on the outside of the package. The RMA number is good for 60 days from the date of issue. Any shipments received by Luidia without an RMA number will be refused and returned to sender.

Products that are under warranty may be returned for repair and if not repairable, product will be replaced. For any product out of warranty there will be a charge for repair or replacement. For full unit returns all components must be returned, we will not take it back unless they have everything. If the receiver needs to be returned, the entire unit must be returned because there are too many components to troubleshoot. Pens can be repaired or replaced on a component basis, it doesn't require full unit return but again must have the serial number.

A return for credit must be done within the 30 day time period or a 25% restocking fee will be assessed and no returns for credit are permitted after 60 days.

If product is out of warranty the cost for labor and or replacement would be quoted after inspection.