

March 17, 2009

**Re: RMA Forwarding Address**

To all of our US customers and partners;

This bulletin is to notify you that our RMA forwarding address for all US shipments has changed.

Effective immediately please ship all units in need of RMA to the following address:

i3DVR c/o N.G. Jensen Inc.  
RMA WHSE  
181 Cooper Avenue, Suite 100  
Tonawanda, NY 14150

The decision to amalgamate our RMA service under one policy was made to ensure accurate processing, quality repairs and timely service going forward. Please rest assured that this change will not negatively impact your RMA order in any way.

We apologize for any inconveniences this may cause. Feel free to contact our Customer Care department with any questions at 1.866.840.0004

Thank you very much for your attention and cooperation.

Best regards,



**Bob Hoang**  
Technical Support and Services  
1.416.261.2266 x107  
[bob@i3dvr.com](mailto:bob@i3dvr.com)