



July 22, 2013

Re: RMA Process and Pricing Changes

To all of our customers and partners;

Please be informed that our RMA (Return Merchandize Authorization) policy and pricing structure underwent some changes effective August 1, 2013. To serve you better, we have changed the RMA pricing structure and adjusted the RMA process. The RMA process and pricing covered by this bulletin affect the HVR (Hybrid Video Recorder) units with the manufacturing date of more than 1 but less than 3 years

In accordance with the updated RMA process, once the RMA number has been issued by our Technical Support department and the system was received in our repair facility, the RMA department must complete the system diagnostic process. The equipment malfunction can be a result of many variables and the diagnosis suggested by Tech Support may change once the unit is physically tested by the RMA staff.

The mandatory diagnostic fee is \$95 (ninety-five) dollars per unit. Once the nature of the HVR malfunction has been determined, the RMA department will contact you with the repair estimate. You must first approve the RMA estimate for the repair to be completed.

Note: The pricing below is for labor charges only and does not include the cost of parts.

New RMA Quotation Policy*:

1. Diagnostic fee \$95 (mandatory)
2. Repair charges:
 - a. Motherboard - \$190
 - b. Hard drive - \$45 per drive
 - c. Power supply - \$95
 - d. Capture card - \$95 per card
 - e. Memory - \$45 per unit
 - f. Video card - \$95
2. RAID configuration - \$190 per bay
3. Setup and system calibration and configuration fee \$95 (mandatory)
4. RMA repairs are subject to 90-day warranty
5. Shipping is NOT included. (Applies to systems with one year or more since the purchase date).

*** PLEASE NOTE THE ABOVE PRICING APPLIES TO i3-CERTIFIED DEALERS ONLY & PRICES ARE SUBJECT TO CHANGE AT THE DISCRETION OF i3 INTERNATIONAL INC.**

Please contact technical support if you have any questions or issues.

Email: support@i3international.com

Tel.: 1.877.877.7241

Live Chat: <http://www.i3international.com/webim/client.php?locale=en>



INTELLIGENT VIDEO DRIVING PROFIT

i3 International Inc.
Technical Support and Services

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