

Return Merchandise Authorization (RMA)

Before returning any merchandise to our company, please check list at the end of this page for common problems and solutions. In our experience, around 70% of problems can be fixed without returning any product.

If you cannot fix the problem yourself, please complete this form and send it to us by either fax or email. After this, you will receive confirmation of the return address (any of our offices worldwide) and an RMA number.

When you ship your merchandise, clearly write the RMA number on the package. If international shipping is necessary, please declare US\$5 or 5EUR per interface, since these are for repair purpose only.

Company _____ Contact Name _____
 Address _____ City _____
 State/Zip _____ Country _____
 Phone _____ Fax _____ Email _____

Serial Number	Product Ref	Invoice Number	Invoice Date	Problem Number
Found on white sticker on electronic card	Found on sales invoice / software you use	Found on original sales invoice	Found on original sales invoice	Please select from the list

#	Name	Description	Solution
1	no power	All LEDs on interface are OFF	Check the power switch in the back (and, if you know electronics, check the fuse on the interface). We can send you a new switch or fuse. For stand alone users, make sure the 9V power supply works fine.
2	no dmx led	Only power LED is on	(Expert users only)... Please try to rewrite the firmware - see hardware manual. Note: it is not possible for users to do this with all interfaces
3	no driver	Recognized as "Unknown Device" in Device Manager	Make sure the red LED is blinking fast. Check if your USB port is working correctly. Also check for the latest Windows versions and Service Packs. Try to reinstall or update the driver manually from Device Manager (check our driver installation manual). Finally, test with a different computer using the latest drivers.
4	not found	"Intelligent Usb Dmx Interface", but not by the software	Make sure your interface is meant to work with the software you are trying to use. Check for the latest version of the software from our website. Finally, download the latest drivers from our website and update manually.
5	no dmx out	Good communication, but no output	Make sure the software recognizes the interface ("?" menu, then About). Make sure there is no misunderstanding in how to use the software. Check or replace the DMX chip (see Hardware manual).
6	button	Broken button	We can send you a free button to fix by yourself
7	switch	Broken power switch	We can send you a free switch to fix by yourself
8	box	Broken plastic casing	We can send you a free plastic casing to exchange yourself
9	burned	Burned DMX chip	There is no free warranty exchange in this case. However you can pay for the exchange or check out our upgrade offers.
10	other	(Please describe)	

Product return policy from January 1st 2008 onwards

30-Day Money-Back Guarantee

We grant a 30-day money-back guarantee on any item according to the invoice amount. The product must be postmarked within 30 days of the sale date (invoice). The delivery cost will be deducted from your refund. Please make sure you return the product in its original packaging including all accessories and wrap the package securely as it may not be possible to offer a refund or replacement on goods which are damaged during return transit! Shipping charge to our office is not covered and is the responsibility of the purchaser.

2-Year Warranty

Our products are warranted to be free from defects in material or workmanship for a period of 2 years (*) from the date of original purchase. Defects resulting from misuse, abuse or negligence will void this warranty. This warranty does not cover defects due to alteration or accident. This warranty does not cover damage caused by vandalism, rusting, "acts of nature" or any other event beyond the control of the manufacturer. Shipping charge to our office is not covered and is the responsibility of the purchaser.

() Some products may only be guaranteed for 1 year*

If you can not complete the RMA form and join a copy of your invoice/receipt, we will consider that the interface is no longer under the warranty period. After the period of warranty, the repair cost is:

35 EURO / US\$ 50 if we can repair the damaged interface
70 EURO / US\$ 100 if we have to replace the damaged interface by a similar one

Upgrades offers

You can upgrade to a new product at any time. Please check our "upgrade offers" available on our website. These offers are not available if your interface is damaged. 35 EURO / US\$ 50 will be added to the upgrade offer if your interface is damaged and no longer covered by the warranty. The upgrade amount (after the discount for distributors) can never be less than 70 EURO / US\$ 100.