

Segue

Accelerating Your Transitions

25862A Commercentre Drive, Lake Forest, CA 92630
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RETURN MATERIALS AUTHORIZATION (RMA) POLICY

WARRANTY

Warranty for products sold by Segue Corporation carries the warranty period stated on the original invoice/packing slip. The standard warranty period is 90 days unless otherwise specified.

Customer modifications, physical abuse, or misuse (i.e., non factory labels, or improper return packaging) shall void all warranties.

RMA REQUEST GUIDELINES

- Prior to any return, the customer must obtain an RMA number by submitting a properly filled out RMA form.
- Original invoice number, serial number, Segue part number, and defect reason are required to obtain an RMA number.
- RMA# is valid for 15 calendar days. Returns must be received by Segue before the RMA# expires.
- Products must be returned in original OEM packaging with all accessories. Incomplete units will be returned without credit.
- Segue does not accept COD shipments; all RMA returns should be pre-paid for by customers.
- Failure to conspicuously mark the outside of your package with the RMA number may result in refusal.
- Serial Number validation is required for all returned products.
- Customer must provide a shipping method and account number for all such returns.
- Signed proof of delivery will be required on all lost package claims.
- RMA numbers may not be used for credit purposes. Any deductions taken before the product has been received, tested, and credited by Segue will be charged back to the customer.

CREDIT ISSUANCE

- Credit will be granted for items deemed defective after inspection and testing has been completed.
- Product found not to be defective will be returned to the customer at the customer's expense. Product will be shipped using the carrier and account number provided on your RMA request form.
- A signed credit card authorization form may be used in place of a customer's shipper account. If a credit card payment is authorized, Segue will ship best-way.
- When applicable, return shipments may be bundled with a customer's new order shipment leaving our dock within 5 business days from the RMA completion date.

REPAIR, REPLACEMENT OR CREDIT

- Segue reserves the right to repair, replace or credit any warranted defective product at its own discretion.

CONTACT AND SHIPPING INFORMATION

- RMA Department Phone: (949) 667-5079
- RMA Department email RMA@seguecorp.com
- Shipping Address: Segue Corporation attn: RMA Department 25862-A Commercentre Drive, Lake Forest CA 92630