

DITEK Return Merchandise Authorization (RMA) Policy



View our Sales and Return Policy at:

<https://www.diteksurgeprotection.com/resources/sales-terms-warranties/>

To ensure efficient handling of returned merchandise, all return requests for warranty or credit must be pre-authorized. A return merchandise authorization (RMA) request form must be completed, then submitted online. You may also fax the RMA form to 727-812-5001. A DITEK Customer Service Representative will notify the customer if the return will be accepted or denied. All approved returns must be properly packaged with the RMA number visible on the outside of the box, shipped freight prepaid, and received within 30 days.

The online RMA Request Form can be found at:

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For warranty requests, customer must provide proof of purchase from DITEK or from an authorized DITEK distributor. All DITEK Warranties cover defects in material or workmanship under normal use during the warranty period. DITEK will repair or replace (at DITEK's sole discretion), free of charge, any items determined to be defective by DITEK and covered under said warranty period. Returns for warranty are subject to verification upon receipt. If it is determined by DITEK that that the returned product(s) do not meet warranty conditions, then the warranty will be void and product(s) will be returned to the customer at the customer's expense.

View our Product Warranties at:

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For credit requests, customer must provide proof of purchase with an invoice dated within the last six months from DITEK or from an authorized DITEK distributor. Credit requests must be for current product(s) listed on DITEK's price list. Credit amount will be the original amount billed or DITEK's current pricing, whichever is lower. Product(s) must be new, unopened, and in original packaging for saleable condition. Credit returns may be subject to a restocking fee. Credit will be issued on customer account. No cash, check, or credit refunds will be issued. Returns for credit are subject to verification upon receipt. If it is determined by DITEK that that the returned product(s) do not meet returnable conditions, then credit will not be issued and product(s) will be returned to the customer at the customer's expense.

Note: All non-cancellable/non-returnable products are not eligible for return or credit.

View our Terms and Conditions of Sale at:

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