



Product Support, Service, and Warranty

Scope

This document describes Phoenix International's product support program. It states our product warranty and provides details about what to do if you have a problem with the product.

Warranty Statement

Phoenix International storage products come with a "return-to-factory" warranty which covers defects in materials and workmanship for a period of three years from the date of product shipment to the customer, provided the product is unmodified and has been subject to normal and proper use. Warranty on non-Phoenix International manufactured devices incorporated into Phoenix storage products is restricted to that provided by their manufacturer only.

If You Have a Problem

If you are having a problem with a Phoenix International product, you should call our main number, (714) 283-4800, and ask for Customer Service. Please be prepared to supply as much detail as possible regarding the nature of the problem and the conditions in which the problem appeared.

Obtaining an RMA

In order to return the product for repair, the following steps are necessary:

1. Obtain a return materials authorization number (RMA#) from Phoenix International Customer Service.
2. Ship the product prepaid to the designated repair point.
3. Provide with the product a written description of the claimed defect.
4. Upon completion of any repair, in-warranty products are returned at Phoenix International expense, out of warranty products at the customer's expense.

Shipping the Product

Any product returned to Phoenix International should be in its original shipping carton if possible. Otherwise the product should be carefully packaged in a conductive packing material and placed in a cushioned corrugated carton suitable for shipping.

Please mark the shipping label with the RMA number and return it to:

Phoenix International
812 W. Southern Avenue
Orange, CA, 92865
Attn: Customer Service Department
RMA #: _____

