



International Return Shipping Procedure

1. Pack unit in original shipping box.
 - a. If the original shipping material is not available, tightly wrap each piece in at least two layers of bubble wrap, place in oversized box and pack the sides, top and bottom with bubble wrap. Please do not ship in loose material such as wadded paper or styrofoam peanuts. Adtec is not responsible for damage that occurs during shipping.
 - b. Please write the RMA Case Number the outside of the box. If you do not have a RMA Case Number, contact the Adtec Support Department immediately on the web at <http://www.adtecinc.com/supportrequest/>, by email to support@adtecinc.com or by telephone +1-615-256-6619, Ext. 166.
 - c. Please DO NOT ship units without receiving a RMA Case Number.
2. Prepare a Commercial Invoice that states:
 - a. Product being returned to manufacturer for warranty (or non-warranty) repair service.
 - b. Declared value for commercial invoice and insurance:
 - i. \$500US for each Soloist player, Edje player or Mirage player.
 - ii. \$1,000US for each Duet inserter, Edje-HD player or Soloist-HD player.
 - iii. \$1,500US for each Edje encoder or DTA multiplexer.
 - iv. \$2,500US for each TBGS or EPG server, DPI-1200 or adCode.
 - c. Please DO NOT ship units without insurance. Adtec is not responsible for damage that occurs during shipping.
3. Ship the product via International Expedited/Economy service:
 - a. UPS is the preferred freight forwarder.
 - b. Please use DHL or FedEx as a secondary option.
 - c. Ask the shipper to provide you with the proper customs paperwork.
 - d. Include your RMA Case Number on the Air Waybill

4. Shipping Address:

Adtec Digital
Attn: RMA Case Number _____ **
2231-3 Corporate Square Blvd.
Jacksonville, Florida 32216
Telephone +1-904-720-2003
**Include your RMA Case Number

5. Please notify the Adtec Support Department by email at support@adtecinc.com and provide us with the Air Waybill or Tracking Number so we know to when to expect your shipment to arrive.

The above procedure is to help speed up the customs process and to assure that we can provide prompt service upon receipt of the equipment. If procedure is not followed, Adtec will not be liable for products held in customs and/or products that do not have a RMA Case Number. If you have any questions, please contact the Adtec Support Department by email to support@adtecinc.com or by telephone +1-615-256-6619, Ext. 166.