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**LPA Design Inc. / PocketWizard® Return Merchandise Authorization Service Policy  
(US Customers only)****General Terms**

1. This RMA Service (“Service”) Policy applies to retail Customers (“Customers”) in the United States only.
2. All product returns to LPA Design, Inc. / PocketWizard (“Manufacturer”) must be accompanied by a Return Merchandise Authorization (“RMA”) number and required associated information. Please contact [info@pocketwizard.com](mailto:info@pocketwizard.com) to obtain an RMA number. A Technical Support Specialist will contact you directly to discuss your claim and issue the RMA number if needed. Manufacturer will communicate the information required at the beginning of the RMA Service process. Failure to provide required information may prevent the technical staff from determining the cause of the issue and may result in the delay or denial of Service under this policy.
3. RMAs are valid for 30 days from the date of issuance.
4. All returned products must be shipped to the Manufacturer in its original packaging or packaging providing an equal level of protection. Manufacturer is not liable for any loss or damage to the product in connection with the return.
5. Each return shall have the associated RMA number printed on each individual package and each package shall include copies of the associated RMA information.
6. Returns must be shipped (prepaid by sender) to the address indicated by Technical Support Specialist. Manufacturer will return Warranty repaired products (prepaid by the Manufacturer) via regular ground service. Return shipping costs for non-Warranty repairs will be the responsibility of the Customer.
7. All Service and Warranty considerations are subject to verification upon receipt by technical inspection.
8. Any products returned that are found to be neglected, abused or otherwise tampered with, or used in a manner that is inconsistent with their intended use as designed per the terms of the Manufacturer’s Limited Warranty for PocketWizard Photo Products and PocketWizard Photo Product Accessories (“Warranty”) will void the warranty and may not be considered for repair or return.
9. The LPA Design, Inc. / PocketWizard Dealer network may assist retail Customers with various product support services, but assistance and services outside the scope of this Service policy shall not obligate LPA Design, Inc. / PocketWizard in any way.
10. Manufacturer, at its sole discretion, reserves the right to deem an out of Warranty product unrepairable.
11. Estimates will be provided for repairs to products returned to Manufacturer where the Warranty has expired or been found void. Customers will be contacted to authorize any non-Warranty repairs. A minimum test / inspection / handling fee of \$15 will apply for all non-Warranty units received by the Manufacturer. The non-Warranty estimate will include the minimum test / inspection / handling fee plus time and materials. Test / inspection / handling fee pricing may be modified from time to time at Manufacturer’s discretion as business conditions dictate.
12. Once estimated charges for repair have been communicated by the Manufacturer, Customer acknowledges and agrees to pay that amount, or to accept the return of the product unrepaired and pay the minimum test / inspection / handling fee. Should there be any charges beyond the estimate (such as for unseen damage) Manufacturer will contact the Customer for additional approval.

**LPA DESIGN, 21 Gregory Drive, South Burlington, VT 05403  
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13. Repaired items have a ninety (90) day limited repair warranty from the first date of repair, or to the original Warranty expiry from the original purchase date, whichever is longer.
14. The ninety (90) day limited repair warranty automatically begins when the unit ships from the Manufacturer.

Customer returns for **Warranty Service** will be handled as described herein.

### **Return for Warranty Service**

In addition to the General Terms above, items being returned for Warranty repair are subject to the following terms and conditions:

1. Warranty applies to products sold to or purchased from authorized Dealers, covers manufacturing defects only and does not cover any damages due to installation, environmental or natural causes. Incidental or consequential damages are not covered by Warranty. The Warranty will also be found void should the warranty, date code or serial number labels have been modified or removed.
2. For Warranty consideration, the original proof of purchase must be provided to validate Warranty coverage. Manufacturer offers a two (2) year Warranty from the original end user purchase date. Details of the Manufacturer's Warranty may be found at:  
[https://radioslave.com/marketing/materials/Warranty\\_RMA/LPA02%20Limited%20Warranty%20for%20PocketWizard%20Radios%20082615.pdf](https://radioslave.com/marketing/materials/Warranty_RMA/LPA02%20Limited%20Warranty%20for%20PocketWizard%20Radios%20082615.pdf). Extended Warranty terms may be available for products registered online with LPA Design, Inc. / PocketWizard's Warranty registration service at:  
[www.PocketWizard.com/warranty](http://www.PocketWizard.com/warranty).
3. Any product that is returned as defective, but which is not found to be defective will be retested, certified and returned. A minimum test / inspection / handling fee of \$15 may apply. Test / inspection / handling fee pricing may be modified from time to time at Manufacturer's discretion as business conditions dictate.
4. Products returned under Warranty may be repaired or replaced at Manufacturer's sole discretion.
5. Manufacturer, at its sole discretion, reserves the right to deem an out of Warranty product unrepairable.

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