

DS International Return Policy

Please follow the instructions below in order to properly ensure that your refund is successful:

1. Call us within 10 days from date of delivery at 602.548.7003 or email us at rma@dsi-usa.com to receive your RMA #.
 - Have your invoice # ready **and** let us know which of our online stores you purchased the item from.
2. Returns made without having requested an RMA number from DSI within 10 days of delivery will NOT be processed and no refund or in store credit will be issued.
3. Please make sure that the RMA # is also clearly written on the outside of the shipping box not the product. [RMA # xxxx-xxxx-xxxx]
4. **ALL Phones and TTY/Hard of Hearing devices can ONLY be exchanged or returned for store credit. No exceptions allowed.**

*Return Policy:

- In order to be able to return the product purchased you **MUST** request an RMA number within 10 days of the delivery date.
- *HOLIDAYS Return Policy: For products purchased in the month of December you MUST request an RMA number by January 10th. No exceptions are allowed.
- The following products cannot be returned under any circumstances*:
 - Computer Software (ex: Digimemo Handwriting Recognition Software).
*We reserve the right to change those exceptions at any time.
- If your item is purchased from a "Free Shipping" listing, the shipping and handling fees that normally apply will be charged to you (the customer) if the product is returned.
- Unclaimed, refused or returned items that are returned to DSI by the shipper due to the buyers refusal to accept product or delivery will incur a return shipping fee from DSI as assessed by the shipping company. This fee will be charged to the buyer.

Restocking Fees

- Shipping fees will NOT be refunded under any circumstances.

Item Condition		% Fee Deducted
New	This applies only to unopened boxes. This includes original boxes, packaging materials, contents and manuals.	-0% [*shipping fees are not refunded]
Like New	Opened box; item has been removed from original box. Includes original boxes, packaging materials, contents and manuals.	- 15% [*shipping fees are not refunded]
Incomplete	Package is missing 1 or more items; i.e. instructional manual.	- 25% to 75% (varies on what items are missing) [*shipping fees are not refunded]
Damaged	Item is damaged by buyer.	No refund is issued.
Defective	Item is defective. *Keyboards, phones, and tty/hard of hearing devices have a 1 year warranty from date of purchase. *All other items have 30 day warranty.	Case by case basis; at seller's discretion. Item is repaired or exchanged for same product. [refunds are not allowed, only repairs, exchanges or store credit]

Payment Refund:

- Refunds issued will be made through the same method of payment used by buyer [i.e Credit Card or Paypal]

** We reserve the right to change our return policy at any time without notice.*

August 2010