

## Return Policy:

*Products purchased through Live Wireless and under warranty\* may be returned for replacement by following these steps :*

1. Contact Live Wireless at [accounting@live-inc.com](mailto:accounting@live-inc.com) to obtain an RMA number.
2. Fill out the Return Merchandise Authorization Form in its entirety and place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Returns Department will process your request.

\*Under Warranty  
Must provide original order number and date in order to verify warranty coverage.

1. Contact Live Wireless at [accounting@live-inc.com](mailto:accounting@live-inc.com) to obtain an RMA number.
2. Fill out the Return Merchandise Authorization Form in its entirety and place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Returns Department will process your request.

## Return Material Authorization (RMA) Form



Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**RMA No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_

(Obtained from Live Wireless Returns Department)

Qty	Model	Description	Reason for Return	ESN	Order Number	Order Date

## Shipping Instructions:

1. The returned items must be properly packed. Live Wireless will not be responsible for items damaged in shipping due to insufficient packaging.
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:  
Live Wireless, LLC  
ATTN: RMA Dept.  
2446 Church Rd. STE 3D,  
Toms River, NJ 08753

*Shipments received by Live Wireless without an RMA number will be refused.*

John Smith XYZ Corporation 123 Main Street	RMA#: 123456
Live Wireless, LLC ATTN: RMA Dept. 2446 Church Rd. STE 3D Toms River, NJ 08753	

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<i>Date Received</i>	<i>Received by</i>	<i>Inspected by</i>

[illegible]