

Roving Networks Return Policy

Note: Please review our Warranty Policy and be sure to read the entire return policy below before proceeding with a return.

1. To receive an RMA (Return Merchandise Authorization) number, you must first email Roving Networks a request for an RMA at support@rovingnetworks.com. You must include:
 - Your name
 - Contact information
 - Part number
 - Date of purchase
 - Where you bought the product
 - Detailed description of the problem

Roving Networks will evaluate the problem and if covered under warranty will issue an RMA number via email.

2. Send the warranty item(s) to Roving Networks. You are responsible for the cost of shipping the item(s) to Roving Networks. Shipping and handling charges are not refundable. We are not responsible for any shipping charges of merchandise being returned to us. Roving Networks will pay for the return shipping. Ship all RMAs to Roving Networks' office address:

Roving Networks
809 University Ave.
Los Gatos, CA 95032

The RMA number must be referenced on the shipping label.

3. Once Roving Networks receives the returned item(s), Roving Networks will evaluate whether the item(s) is in fact covered under warranty.
 - If the damage or problem with the returned item(s) is not covered under warranty (see Roving Networks' Warranty Policy), Roving Networks is not responsible for any type of repair or replacement of the item(s).
 - If the damage or problem with the returned item(s) is covered under warranty in accordance with Roving Networks' Warranty Policy, Roving Networks will inspect, test, and evaluate the returned item(s).
4. Roving Networks in all cases will first attempt to repair the returned item(s). However, if the item(s) is not repairable, it will be replaced.
5. Upon repair or replacement, Roving Networks will then ship the item(s) back to the sender.