



Multi-Link, Inc. Return & Repair Policy

Multi-Link, Inc. ("Multi-Link") has implemented a Return Materials Policy to ensure the highest possible level of service for our Customers.

Each Multi-Link, Inc. product is covered by a Limited Factory Repair Warranty. REPAIR AND/OR RETURN REQUESTS CANNOT BE PROCESSED WITHOUT PROOF OF PURCHASE. All customers located outside of the United States of America and Canada shall be held responsible for shipping and handling charges. IN NO EVENT SHALL Multi-Link's LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT FROM DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, ITS ACCOMPANYING SOFTWARE, OR ITS DOCUMENTATION. MULTI-LINK OFFERS NO REFUNDS FOR ITS PRODUCTS. Multi-Link makes no warranty or representation, expressed, implied, or statutory, with respect to its products or the contents or use of this documentation without obligation to notify any individual or entity.

Return Procedure

Prior to returning any product to Multi-Link, for any reason, it will be necessary to obtain a valid Return Materials Authorization or RMA from Multi-Link. This RMA number will become your receipt and tracking number. The RMA number will provide you the ability to check the status of your return at any point in the process.

Repair and/or Replacement

- Repair requests are the responsibility of the Multi-Link Technical Support Dept. They can be contacted via our toll free number 800.535.4651 (US only), +1 859.885.6363 (non US) or email: techsupport@multi-link.net.
 - Technical support staff will evaluate the problem and provide RMA instructions if they are unable to resolve the issue. Any RMA issued without verifying the problem is subject to a diagnostic fee if the unit is determined to be NTF (No Trouble Found). This will apply regardless of the warranty status.
 - Upon receipt of the returned unit, further testing will determine the source of the problem and the necessary repair will be made.
 - In-Warranty: Unit will be repaired at no cost to customer.
 - Out of Warranty: Customer will be advised of repair charges at time of RMA issue.
- Return of NEW/UNUSED Equipment
 - New/Unused: Contact a customer service representative @ 800.535.4651
 - Account Representative will review your request with Multi-Link management and provide RMA instructions as appropriate.