LaView Return and Replacement Policy

LaView products have ONE-YEAR LIMITED WARRANTY. LaView products that are under warranty* may be returned for repair or replacement.

- A LaView Return Merchandise Authorization number (RMA) must first be obtained from LaView Customer Services or Technical Support Department. For current contact information, please visit www.LAVIEWUSA.com.
- RMA number is valid for 15 days from the date of issue by LaView Technical Support or RMA Department.
- Any item(s) returned to LaView Service Center without valid a RMA number will be rejected.
- Products must be returned to the address specified by LaView Customer Service.
- All products must be returned in the original box.
- LaView reserves the right to assess fees for any damaged item(s) or missing parts and accessories.
- The Return Merchandise Authorization (RMA) number must be included in the packaging.
- The customer is responsible for and must pre-pay all shipping charges and shall assume all risk of loss or damage to the product while in transit to LaView.
- LaView does not accept Collect on Delivery (COD) shipment.
- Products return for refund may be subject to a fifteen percent (15%) restocking fee at the discretion of LaViewUSA.
- For defective products, please see LaView's "ONE-YEAR LIMITED WARRANTY" terms and conditions.
- RMA number is strictly for reference use only, it does not imply LaView will exchange or credit.
- LaView may replace defective items with new or refurbished items of the same type rather than repairing the original item that has the problem.
- LaView will not be responsible for loss of user-generated data stored on the device returned for repair or replacement.
- Customer is responsible to check and verify returned or replaced RMA products and notify LaView of any discrepancies within 48 hours from date of receipt.

Instruction for customers to return LaView product for replacement:

1. Contact LaView's Customer Service or Technical Support at 1-626-898-4988 to obtain a Return Material Authorization (RMA) number.
2. Fill out the RMA Form completely.
3. Attach with supporting documentation (E.g. Proof of Purchase: Sales Receipt or Invoice)
4. Return the authorized item(s) per shipping instruction.
5. LaView RMA Department will process your request.

* Under Warranty- Please see LaView Warranty Policy for more information

Terms and Conditions under the LaView Return and Replacement Policy are subject to change without notice. LaView also retains the right to modify these warranty terms in order to comply with policy or laws governing warranty issues in states or countries having specific remedies differing or additional to those described within this document.