



Repairs:

All repairs are handled directly by DRO PROS. Simply return the defective product to us and we will either repair, replace or refund the original cost of the item at our discretion. Items that are damaged by improper installation or misuse are not eligible for repair / warranty. Replacement, repair or refund of warranted items is at the sole discretion of DRO PROS. Shipping costs are shared, you pay shipping to us and we pay shipping back to you.

Please do the following if you need to return an item for repair:

- 1. Pack everything with as much protection as best you can.**
- 2. "Double boxing" is recommended.**
- 3. Place a copy of your receipt inside the box with a brief explanation of whom you spoke to, and what is wrong with the item.**
- 4. Send it back to us at the following address:**

**DRO PROS
4992 Allison Parkway Suite G
Vacaville, CA 95688**

5. An "RMA" or Return Merchandise Authorization number is not required, but please do remember to enclose a copy of your receipt. It makes the repair process easier for us and hence quicker for you.

DRO PROS