



✉ sales@dataray.com

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Evaluation Terms

Evaluation orders are subject to the following conditions:

1. This is a 30-day evaluation. The 30 days begins from date of delivery.
2. At the end of 30 days, product(s) must be returned in "like-new" condition or paid for in full. If prepaid, returns for credit will only be possible within 30 days of delivery, unless otherwise agreed in writing.
3. Customer must communicate any concerns about device performance to sales@dataray.com within 10 business days of receipt.
4. If customer is going to return product(s) DataRay must be notified as soon as possible.
5. If customer needs additional time to evaluate product(s), DataRay must be notified as soon as possible.
6. If DataRay does not hear from customer within 30 days of delivery, evaluation will be considered successful.
7. If returning product(s), customer agrees to inform DataRay as to what did not perform as expected/required. Please provide specific information including WCF/BRF/BCF files showing results.
8. If returning product(s), any damage to the product(s) must be corrected, and customer agrees to be responsible for repair costs.
9. If returning product(s), customer must contact DataRay at support@dataray.com to obtain an RMA# and form. We require an RMA# for each evaluation unit before it can be accepted for return. Please send completed RMA form with device and through email.
10. Purchase order must clearly reference "Evaluation order."
11. DataRay, Inc. reserves the right to deny return of evaluation equipment and charge full price for systems if any of these conditions are not followed.