



CyberData's RMA & Return Policy

CyberData's Standard Return Policy

If you are a customer who has purchased via one of our distributor partners and need to return for credit, please refer to your distributor's return policy.

If you are a customer who has purchased directly from CyberData's website and are not completely satisfied with your CyberData device, please contact us immediately. As long as the device is returned within 30 days and is in an unopened box, we will credit in full.

30 days – Factory-sealed, no restock fee

30-60 days - Factory-sealed, 15% restock fee

After 60 days – no returns

Regardless of where you have purchased, if you have received a device and are having issues requiring Technical Support, please contact us directly. Our procedure for accessing Technical Support and RMA is laid out below.

Standard RMA procedure

CyberData Support manages the return and repair process. Our Technical Support team can be contacted Monday through Friday, 8 am to 5 pm PST at 831-373-2601, x333

Within five years from the date of purchase, CyberData guarantees that its products do not have any defects in materials or workmanship. Only products purchased through our main website or [our listed authorized distributors and resellers](#) will carry our 24-month factory warranty and technical support. Under our new Extended Warranty plan, CyberData can provide an additional 2-year warranty period. Specific Extended Warranty pricing can be found on our product pages and [our Documentation Index](#).

If service is required, **you must contact CyberData Technical Support before returning any products** to CyberData. If Technical Support determines that your product needs to be assessed by CyberData, an RMA number will be issued to you. RMA requests are only processed by opening a support ticket: <http://support.cyberdata.net/index.php?/Tickets/Submit>

Purchased within 30 days

If CyberData Support determines that the device has a manufacturing defect or DOA, CyberData will provide the customer with a no-cost replacement overnight (Domestic). The replacement unit has a full 60-month warranty period. CyberData pays for the return shipment of the original unit. CyberData verifies the 30-day purchase history through the customer's purchase invoice. All CyberData products carry a 60-month manufacture warranty period when purchased directly through CyberData or our listed authorized distributors and resellers. **Only CyberData's Tech Support team can determine manufacture DOA and therefore initiate an overnight replacement.**



More than 31 days but less than 60 months

If the product is more than 31 days but less than 60 months from the date of purchase and the issue cannot be remedied by CyberData Support, the customer will be issued an RMA number for a free evaluation in which they will ship the product back to CyberData at the customer's expense. If the problem is caused by a manufacturing defect in the component or workmanship, CyberData will repair or replace the product free of charge, and bear the shipping cost of the return. From the arrival date to CyberData, the standard turnaround time for evaluating and repairing parts is 5 working days or less. The unit is returned to the customer with the remaining warranty period from the date of purchase.

Spare in the Air Option

If a customer cannot wait for CyberData to receive and diagnose a device sent to our facility, CyberData can ship a replacement unit to a customer immediately. The customer must provide CyberData with proof-of-purchase and a credit card. CyberData will bill the credit card for the replacement unit based on the original purchase price or MSRP, plus a non-refundable processing fee for standard or expedited shipment of the new unit. Customer will ship their original device to CyberData at their expense.

Once received, if the original unit is found with a manufacturing defect the customer's credit card will be reimbursed for the deposit of the replacement unit and they will keep the new unit. If it is found that the original equipment has a failure caused by a non-manufacturing defect, CyberData will keep the deposit, and the customer will keep the new equipment. The replacement unit will carry the warranty period of the original device.

Outside of Warranty:

If the unit is outside of the warranty period and the issue cannot be remedied by CyberData Support, the customer will be offered an RMA number for a free evaluation. The customer will pay for shipping in both directions. CyberData will inspect and inform the customer of estimated parts and labor costs before the repair for their approval. Once the estimate is accepted by the customer, CyberData will repair the product and provide a final cost which will include the customer choice of return shipping methods. Payment via credit card is required before return shipment. From the arrival date to CyberData, the standard turnaround time for evaluating and repairing parts is 5 working days or less. Out of warranty repairs are given a 30-day warranty. If the product may not be repairable, CyberData will notify the customer.