Hello (Client by Name),

Your recent Idrive RMA (Returned Merchandise Authorization) Camera(s) has been diagnosed, and the following determination for repair/replacement is recommended.

**Checked box(s) below pertain to your RMA and the attached RMA diagnosis sheet:**

|  |  |
| --- | --- |
|  | Device(s) listed on the attached sheet was found to need repairs that are not covered under Factory Defect Warranty |
|  | Device(s) listed on the attached sheet was found to need repairs, and the current status of the device is Out of Warranty |
|  | Device(s) listed on the attached sheet was found to need repairs and the cost of repairs is considered to be better directed toward replacement camera(s) |
|  | Device(s) listed on the attached sheet was found to need repairs; however due to the age of the product and the requirement of now obsolete parts it is best advised to replace the camera(s) |

**The listed cost of repairs must be agreed to (financial acceptance) before the item(s) on the attached RMA diagnosis sheet can be repaired and returned.** **If you agree, we will then get you an invoice from our finance department. Please note that there is a minimum shipping and handling charge of $25.00.**

**If you choose, you may decline repair and choose to be directed towards Idrive Sales for camera replacements.**

Please respond to me and/or [support@idriveglobal.com](mailto:support@idriveglobal.com)

Thank you for your business!