

Do you have a damaged SMART product due to shipping?

If a SMART product has arrived at your site damaged, following SMART's freight claim procedure will ensure your product is replaced quickly and easily. When your SMART product is delivered, complete the following steps:

1. Inspect the packaging and note any damage (gouges, scrapes, punctures, crushed corners or other abnormal markings).
2. If any damage is present, make note of it with the driver, record the serial number and refuse the shipment. You may have to refuse the whole shipment rather than just one unit. The damaged product will be returned to SMART Technologies Inc. immediately.
3. Inform SMART's return merchandise authorization (RMA) department by telephone (1.866.518.6791, option 4) or e-mail (rmaadmin@smarttech.com). Give them the serial number of the defective product.
4. SMART will immediately arrange to replace your product.

What if the damage is not noticed until *after* the carrier leaves?

Contact SMART's RMA department right away. If you notify us within 30 days of receipt of a damaged SMART product, SMART will cover shipping costs for both the replacement and the damaged unit.

NOTE: If the product was shipped on your account or your customer's account, this freight claim procedure does not apply. You or your customer must directly contact the carrier and file your claim with them. SMART is not responsible for damage that occurs during third-party shipments.