



# The Visual-Tech Connection

Provider of Top Quality Portable & Desktop Video Magnifiers since 1986

## Our 2011 Catalog of Products



Factory Authorized Dealer for:



The Visual-Tech Connection, P.O. Box 1996, Westerville, OH 43086  
Phone: 614-899-9989 (Toll-Free: 800-589-8835) Fax: 614-899-7553

[www.LowVisionAids.com](http://www.LowVisionAids.com)

## Introduction

The Visual-Tech Connection offers a full range of video magnification aids from the leading world-wide developers, manufacturers and marketers of innovative products to assist people with low vision needs. We specialize in video magnifiers, the electronic based assistive devices used by partially sighted persons for reading, writing and viewing small objects. These video magnifiers are consistently recommended by caring eye care professionals, and their use will allow people with even severe vision loss to lead more full and independent lives.

Video Magnifiers, also referred to as Closed-Circuit Televisions (or CCTVs), enlarge text and other objects. They also increase the contrast and visibility of just about anything that is viewed with them. People with low vision due to macular degeneration, diabetic retinopathy, cataracts, glaucoma, detached retina, histoplasmosis, retinitis pigmentosa, etc., depend on video magnifiers (CCTVs) to help them:

- >Read mail, coupons, Medicare statements.
- >Read handwritten notes, phone numbers.
- >Read newspapers, books, magazines.
- >Write personal checks and letters.
- >Safely read prescription labels.
- >Read recipes and food labels.
- >Enjoy crossword puzzles again.
- >Maintain employment or schooling.
- >View small photographs and pictures.
- >Maintain registers & investment portfolios.
- >Enjoy hobbies: stamps, painting, coins, etc.



Who should use a CCTV? Anyone with low vision who can no longer read regular sized newsprint comfortably while using glasses or special lenses (including handheld magnifiers) should seriously consider a video magnifier CCTV. This includes all partially sighted persons and the vast majority of persons with low vision who have been declared "legally blind".

## Video Magnifiers (CCTVs)

The Video Magnifiers (CCTVs) featured on the following page are from six industry leading manufacturers. We chose to represent these particular products because we are convinced that they have been designed with the highest quality components and the latest in technological advances. They have been designed to provide the highest contrast and the brightest images available in CCTVs. But most importantly, all have been specifically designed to meet the needs of persons with low vision!

These CCTVs feature an unusually large depth of field that allows users to look at three-dimensional objects and curved surfaces with maximum clarity. In addition, these CCTVs have a focus range allowing users to read large objects such as very thick books. Most have automatic focusing capabilities built-in.

The desktop CCTVs have Flat Panel LCD or CRT "picture tube" screens that are adjustable, or set at ideal viewing height. They have either eye-level controls or controls set near the users hands. Many CCTVs are simple and extremely easy to use, while others have multiple features to allow the user to customize the CCTV experience to suit his/her specific low vision need.

Multi-Use transportables for near and far viewing, and lightweight portable CCTVs which operate by way of a built-in or accompanying rechargeable battery are also featured and allow for reading on-the-go!

All CCTVs featured here are backed by our 30-day money back guarantee and have a one, two or three-year manufacturer's warranty.

The Visual-Tech Connection is proud to offer the low vision community the following quality desktop, transportable and portable video magnifiers from these six leading CCTV manufacturers (in alphabetical order): Ash Technologies, Enhanced Vision, HIMS, MagniSight, Optelec and Telesensory...

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## Desktop Magnifiers



### Presto

AutoFocus 15" LCD flat panel screen. Full color, B&W with negative, low profile, adjustable tilt angle, one-piece system collapses into compact size, very easy to use, 2.5X-40X. **\$2,395.00**



### Eclipse Touch

AutoFocus 15" LCD flat panel with touch screen controls. Full color, B&W with negative, broad range of foreground / background colors, low profile, adjustable tilt angle, one-piece system collapses into compact size, fully featured yet easy to use, 1.5X-50X. **\$3,095.00**



### Merlin VGA

Autofocus full color, B&W with negative, 28-color select camera base to use with your VGA monitor which may be placed on top of or to the side of the Merlin VGA. 2.7X-62X on a 19" monitor. **\$1,695.00**

enhanced  
vision



### Merlin LCD

Autofocus 19", 22" or 24" LCD flat panel screen. Full color, 5-color select, B&W with negative, brightness control, one-piece, built-in controls that move with the height adjustable 4 MS fast response rate screen, long lasting LED lighting, very easy to use, 3X-77X. **From \$2,795.00**

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## Desktop Magnifiers



### Merlin Plus Base

Autofocus computer compatible camera base. Use with your PC monitor. Offers split screen modes letting you view magnified images and computer files concurrently or toggle between full-screen images. Full color, B&W with negative, 28-color select, up to 67X on 21" monitor. **\$2,345.00**

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### Merlin Plus LCD

Autofocus computer compatible system with integrated 19" 22" or 24" LCD flat panel monitor. Designed for integration with your PC. Screen pivots, tilts & swivels in all direction for most comfortable viewing position. Full color, B&W with negative, 28-color select, 3X-77X. **From \$3,045.00**

**enhanced**  
vision



Senior  
Friendly

### Explorer LCD

Autofocus 17", 19" or 22" height adjustable LCD flat panel screen. Full color, B&W with negative, contrast and brightness control, 4X-70X. **From \$2,095.00**

**MAGNISIGHT** Inc.  
Quality CCTV's from and for the Visually Impaired



Senior  
Friendly

### Journey

Autofocus 17" or 19" LCD flat panel screen. Full color, B&W with negative, 30-color select, brightness control, height and tilt adjustable screen, very easy to use, 4X-50X. **From \$2,595.00**

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## Desktop Magnifiers



### Journey FLEXI

Autofocus 17" or 19" LCD flat panel screen. Full color, B&W with negative, 30-color select, brightness control. The screen and camera base is attached to a "Flex Arm" allowing ultimate versatility. Great for crafts and hobbies. Very easy to use, 4X-50X. **From \$2,595.00**



### ClearView+

AutoFocus 18.5", 19" or 22" LCD flat panel screen. Full color, B&W with negative, brightness control, height adjustable screen, modular construction, very easy to use, 2.7X-72X. **From \$2,695.00**



### ClearView+ HD

AutoFocus 18.5", 19" or 22" High Definition LCD flat panel screen. Full color, B&W with negative, brightness control, fully adjustable screen, modular construction, very easy to use, 1X-65X. **From \$3,295.00**



### ClearView+ PC Compatible

AutoFocus computer compatible camera base. Full color, B&W with negative, brightness control, 16-color select, modular construction. Features Picture-in-Picture and Split Screen Software. **\$2,570.00**



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## Desktop Magnifiers



### Aladdin Classic

The "Original Aladdin" with 14" CRT screen. Regular and High contrast black & white, negative, brightness control, one-piece, in-line desktop CCTV, with manual focus only, 4X-50X. **\$1,595.00**



### Aladdin Rainbow Pro

Autofocus 17" CRT screen. Full color, B&W with negative, 24-color select, line markers, shadow masking, two-pieces couple as one, in-line desktop CCTV, with manual focus override feature, 3X-50X. **\$2,195.00**



### Aladdin Sunshine Pro

Autofocus 14" CRT screen. Full color, B&W with negative, 24-color select, line markers, shadow masking, one-piece, in-line desktop CCTV, with manual focus override feature, 5X-35X. **\$2,095.00**



### Aladdin Apex

AutoFocus 17" or 20" LCD flat panel screen. Full color, B&W with negative, 24-color select, line markers, shadow masking, brightness control, manual focus override feature, 3X-56X. **From \$2,595.00**



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## Desktop Magnifiers



### Aladdin Apex Basic

AutoFocus 17" or 20" LCD flat panel screen. Full color, B&W with negative, manual focus override feature, 4X-50X. **From \$2,195.00**



### Atlas 710

AutoFocus camera base to use with your VGA monitor. Full color, B&W with negative, 24-color select, line markers, shadow masking, brightness control, manual focus override feature, 3X-65X. **\$1,795.00**



### Genie Pro

AutoFocus computer compatible. Full color, B&W with negative, 24-color select, line markers, shadow masking, split screen, brightness control, manual focus override feature (PC keyboard, mouse & monitor not included). **\$2,895.00**



### VERTEX

AutoFocus 17" Transportable LCD flat panel screen. Full color, B&W with negative, 24-color select, line markers, shadow masking, brightness control, manual focus override feature, AC or battery operation, 3X-48X. **\$2,795.00**



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## Transportable Magnifiers



### Liberty Solo

Ergonomically designed battery-powered, portable CCTV with a 12" color flat panel LCD screen with tilt-able display and lightweight mouse camera. Full color, B&W with negative, broad range of foreground / background colors. 1.X-42X. **\$3,095.00**



### Prisma



Mini desktop style CCTV camera connects to TV monitor. Full color, B&W with negative, manual focus, camera height and angle adjustable for viewing flexibility, collapses to 3", comes with carry case, 6X-50X on 20" monitor (monitor not included). **\$1,095.00**



### Prisma AF



AutoFocus Mini desktop style CCTV camera connects to TV monitor. Full color, B&W with negative, manual focus, camera height and angle adjustable for viewing flexibility including self-viewing, collapses to 3", 3X-35X on 20" monitor (monitor not included). **\$1,545.00**



### Acrobat



AutoFocus innovative rotating camera on versatile long flexible arm or short sturdy arm. Connect to TV or VGA monitor for a multi-use, multi-featured magnifier ideal for near, distance and self-viewing. **\$1,895.00**

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## Transportable Magnifiers



### Acrobat Panel

AutoFocus innovative rotating camera on versatile long flexible arm or short sturdy arm integrated with a slim 12" LCD viewing platform. Powered by an 3-5 hour rechargeable battery pack. A multi-use, multi-featured easily transportable magnifier ideal for near, distance and self-viewing. **\$2,495.00**

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### Acrobat LCD

AutoFocus innovative rotating camera coupled to a 19" or 22" LCD flat panel screen. A multi-use, multi-featured, easily transportable desktop magnifier ideal for near, distance and self-viewing, easy to use. **From \$2,395.00**

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### Flipper

Autofocus innovative rotating camera connects to TV or monitor. Roll and point at any object near or far. Full color, fully portable, less than 7" high, just over 1 pound, multiple contrast options. **\$1,395.00**

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### Flipper Panel

Autofocus Flipper with a 12" slim, color LCD flat panel screen and an attached rechargeable battery pack.

**\$2,295.00**

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## Transportable Magnifiers



### Transformer USB

Autofocus flexible portable solution for reading, writing and viewing magnified images at any distance using the screen of a laptop or PC by way of its USB connection. Compatible with popular magnification software and the latest windows operating systems. Multi-featured. **\$1,995.00**

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### MultiView

AutoFocus flexible, powerful and transportable 19" LCD flat panel desktop video magnifier featuring a 3-in-1 flexible camera and movable reading table. Multi-featured, ideal for near, distance and self-viewing. **\$2,395.00**

**Optelec**  
Timmerman Group



### ClearNote

Autofocus multi-use, ultra-slim, lightweight, foldable portable magnifier integrates with laptop PC or VGA monitor. Full color, B&W with negative, multiple color selects, near, distant and self viewing. **\$2,495.00**

**Optelec**  
Timmerman Group



### ClearNote+

Autofocus multi-use portable magnifier integrates with laptop PC or VGA monitor. Full color, B&W with negative, multiple color selects, near & distant viewing. **\$2,695.00**

**Optelec**  
Timmerman Group

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## Portable Magnifiers



### Fusion

Hand-held portable with 7" LCD screen. Full color, multiple color selects, B&W with negative, tilt-adjustable screen, "freeze frame" feature, writing stand and carrying case. User can separate the mouse-like camera from the monitor base. 6-16X. **\$1,895.00**



### QuickLook

Pocket-sized portable with 4.3" LCD screen featuring full color, B&W with negative, "freeze frame", battery charger, and carry case. Three models available: '**Classic**' with 4.3x, 6.5x & 9x; '**Zoom**' with 3x-18x and multiple color selects; and '**Focus**' with 3x-18x, multiple color selects and Near/Distance focusing. **From \$745.00**



### Quicklook 2

Pocket-sized portable with 4.3" LCD screen and two built-in cameras integrated into one housing. Read with the center-mounted camera and write with the flip out camera. Full color, B&W with negative, 56 text/background choices, battery charger, carry case. 3x-24x. **\$1,245.00**



### Mobilux Digital

Pocket-sized portable with 3.4" widescreen AMOLED (active matrix organic light emitting diode) screen offering higher contrast image, faster image processing speed, and better resolution than LCD portable video magnifiers. Full color, B&W with negative, battery charger, and carry case. 3x and 6x. **\$645.00**



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## Portable Magnifiers



### Amigo

Hand-held portable with 6.5" LCD screen. Full color, 2 color selects, B&W with negative, tilt-adjustable screen, "freeze frame" feature, writing stand and carrying case, 3.5-14X. Now with a High Definition (HD) image! **\$1,695.00**

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### Pebble

Pocket-sized portable with 3.5" or 4.3" LCD screen. Full color, 28 color selects, B&W with negative, 2+ hour battery, "freeze frame" feature, adjustable and foldable handle and carrying case, 2-10X. **From \$545.00**

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### SenseView DUO

Pocket-sized portable with 4.3" LCD screen with two cameras for distance and close-up viewing. Capture and store up to 20 images. Full color with 6 additional viewing modes and 4 brightness modes. 2X to 13.4X. **\$995.00**



### SenseView PORTABLE

Pocket-sized portable with 4.3" LCD screen. Full color with 5 additional viewing modes and 4 brightness modes. "Freeze frame" feature. 4X-22.5X. **\$695.00**



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## Portable Magnifiers



### SenseView LIGHT

Pocket-sized portable with 3.4" AMOLED (active matrix organic light emitting diode) screen offering high contrast images and fast image processing speed. Full color with 4 additional viewing modes and brightness control. "Freeze frame" feature. 1.5X-10.5X. **\$595.00**



### Looky+

Pocket-sized portable with 3.5" LCD screen. Full color, B&W, negative, folding handle, "freeze frame" feature, battery charger, carry case included, 2X-20X. **\$495.00**



### FarView

Pocket-sized portable with 4.3" LCD screen for distance and close-up viewing. Snapshot function - Store 100 images which can be magnified to view in detail. Full color with 5 additional viewing modes, battery charger, carry case included, 2X-42X. **\$1,495.00**



### Compact+

Pocket-sized portable with 4.3" LCD screen and collapsible hand grip. Full color, 2-color selects, B&W with negative, "freeze frame", battery charger, carry case included, 5X-10X. **\$595.00**



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## Portable Magnifiers



### Compact Mini

Pocket-sized portable with 3.5" LCD screen. Full color, 2-color selects, B&W with negative, "freeze frame", battery charger, carry case included, 2X-11X. **\$395.00**



### Olympia

Hand-held portable 7" LCD screen. Full color, B&W with negative, 1-color select, battery pack w/charger, carry case, writing stand included, 4X-26X. **\$1,495.00**



### Pico

Pocket-sized portable with 4" LCD screen. Full color, B&W with negative, 1-color select, battery charger, carry case, wrist strap included, 3X-11X. **\$575.00**



## Adjustable Height Table



### Adjustable Height Table

Sturdy and attractive 36" by 20" table ideal for placement of your desktop video magnifier. Black and walnut finish with tough scratch resistant top. Height adjusts in 1-inch increments from 22" to 33". Easy to assemble. All hardware and tools included. **\$139.00**

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## Text Readers



### ClearReader

Read any printed text by dictation. Easy-to-use high quality multilingual voice output with fast optical character recognition (OCR) and text-to-speech recognition technology. Portable, AC and battery powered. **\$2,495.00**



### Ovation

Text to Speech Scanner. Easy-to-use. Scans and stores printed text and converts to speech output. **\$3,095.00**



**NOTICE: Although we attempt to keep all information in our catalog up to date, product availability, specifications and prices are subject to change without notice. For the most current information available on products and pricing, please visit...**

[www.LowVisionAids.com/cctvs1.htm](http://www.LowVisionAids.com/cctvs1.htm)

&

[www.LowVisionAids.com/prices1.htm](http://www.LowVisionAids.com/prices1.htm)

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# Price List

Effective February 21, 2011

Product Name	Manufacturer	Price & Ship/Handling
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Presto.....		\$2,395 & \$55 S/H
Eclipse Touch.....		\$3,095 & \$55 S/H
Liberty Solo.....		\$3,095 & \$35 S/H
Prisma (use with your TV).....		\$1,095 & \$25 S/H
Prisma AF (use with your TV).....		\$1,545 & \$25 S/H
Fusion.....		\$1,895 & \$25 S/H
QuickLook Classic.....		\$ 745 & \$20 S/H
QuickLook Zoom.....		\$ 945 & \$20 S/H
QuickLook Focus.....		\$1,045 & \$20 S/H
Quicklook 2.....		\$1,245 & \$20 S/H
Mobilux Digital.....		\$ 645 & \$20 S/H



Merlin VGA (use with your VGA monitor) .....		\$1,695 & \$65 S/H
Merlin LCD 19" Flat Panel.....		\$2,795 & \$80 S/H
Merlin LCD 22" Flat Panel.....		\$2,995 & \$80 S/H
Merlin Plus (use with your PC & VGA monitor) ...		\$2,345 & \$65 S/H
Merlin Plus LCD 19" Flat Panel.....		\$3,045 & \$80 S/H
Merlin Plus LCD 22" Flat Panel.....		\$3,245 & \$80 S/H
Acrobat TV (camera and arm) .....		\$1,895 & \$30 S/H
Acrobat VGA (camera and arm) .....		\$1,895 & \$30 S/H
Acrobat Panel 12" Viewing Platform.....		\$2,495 & \$40 S/H

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**Product Name****Manufacturer****Price & Ship/Handling**

Acrobat LCD 19" Flat Panel.....	\$2,395 & \$50 S/H
Acrobat LCD 22" Flat Panel.....	\$2,695 & \$50 S/H
Acrobat Mini X/Y Table (optional).....	\$ 150 & \$15 S/H
Acrobat X/Y Table (optional).....	\$ 250 & \$25 S/H
Amigo.....	\$1,695 & \$20 S/H
Pebble 3.5" .....	\$ 545 & \$20 S/H
Pebble 4.3" .....	\$ 645 & \$20 S/H
Flipper.....	\$1,395 & \$25 S/H
Flipper Panel.....	\$2,295 & \$35 S/H
Flipper Stand (optional for any Flipper config.)..	\$ 400 & \$60 S/H
Transformer USB.....	\$1,995 & \$35 S/H



SenseView DUO.....	\$ 995 & \$20 S/H
SenseView PORTABLE.....	\$ 695 & \$20 S/H
SenseView LIGHT.....	\$ 595 & \$20 S/H



Explorer 17" LCD Flat Panel.....	\$2,095 & \$80 S/H
Explorer 19" LCD Flat Panel.....	\$2,295 & \$80 S/H
Explorer 22" Wide Screen Flat Panel.....	\$2,495 & \$80 S/H
Explorer Color Base (use your VGA monitor) ..	\$1,795 & \$50 S/H
Explorer B&W Base (use your VGA monitor) ..	\$1,595 & \$50 S/H

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**Product Name****Manufacturer****Price & Ship/Handling**

Journey 17" Flat Panel.....	\$2,595 & \$80 S/H
Journey 19" Flat Panel.....	\$2,895 & \$80 S/H
Journey FLEXi 17" Flat Panel.....	\$2,595 & \$80 S/H
Journey FLEXi 19" Flat Panel.....	\$2,895 & \$80 S/H
Looky+.....	\$ 495 & \$20 S/H



ClearView+ 18.5" Flat Panel*.....	\$2,695 & \$65 S/H
ClearView+ 19" Flat Panel*.....	\$2,895 & \$65 S/H
ClearView+ 22" Flat Panel*.....	\$3,095 & \$65 S/H
ClearView+ 18.5" HD Flat Panel*.....	\$3,295 & \$65 S/H
ClearView+ 19" HD Flat Panel*.....	\$3,495 & \$65 S/H
ClearView+ 22" HD Flat Panel*.....	\$3,695 & \$65 S/H
*Optional Basic Feature Pack (BFP).....	\$ 100 & \$ 8 S/H
*Optional Advanced Feature Pack (AFP).....	\$ 150 & \$ 8 S/H
ClearView+ PC Compatible w/AFP.....	\$2,570 & \$60 S/H
ClearNote.....	\$2,495 & \$25 S/H
ClearNote+.....	\$2,695 & \$25 S/H
MultiView 19" Flat Panel.....	\$2,395 & \$50 S/H
MultiView Carrying Case (optional).....	\$ 150 & \$20 S/H
FarView.....	\$1,495 & \$20 S/H
Compact+.....	\$ 595 & \$20 S/H
Compact Mini.....	\$ 395 & \$20 S/H
ClearReader+ (text to speech scanner).....	\$2,495 & \$35 S/H

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**Product Name****Manufacturer****Price & Ship/Handling**

Aladdin Classic.....		\$1,595 & \$60 S/H
Aladdin Rainbow Pro.....		\$2,195 & \$75 S/H
Aladdin Sunshine Pro.....		\$2,095 & \$60 S/H
Aladdin Apex 17" Flat Panel.....		\$2,595 & \$70 S/H
Aladdin Apex 20" Flat Panel.....		\$2,995 & \$70 S/H
Aladdin Apex Basic 17" Flat Panel.....		\$2,195 & \$70 S/H
Aladdin Apex Basic 20" Flat Panel.....		\$2,395 & \$70 S/H
Atlas 710 with 19" Flat Panel.....		\$2,095 & \$75 S/H
Atlas 710 with 22" Flat Panel.....		\$2,295 & \$75 S/H
Atlas 710 with 24" Flat Panel.....		\$2,495 & \$75 S/H
Atlas 710 (use with your VGA monitor) .....		\$1,795 & \$55 S/H
Genie Pro (use with your PC & VGA monitor) ....		\$2,895 & \$55 S/H
Monitor Tray (optional for Genie Pro/Atlas 710) .		\$ 59 & \$20 S/H
VERTEX - Transportable 17" Flat Panel.		\$2,795 & \$60 S/H
Secondary Camera (optional for VERTEX) ....		\$ 500 & \$10 S/H
Olympia Package.....		\$1,495 & \$25 S/H
Pico.....		\$ 575 & \$20 S/H
Ovation (text to speech scanner) .....		\$3,095 & \$60 S/H

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## Ordering Information



### FOUR WAYS TO ORDER:



- Option #1: Order Online at [www.LowVisionAids.com](http://www.LowVisionAids.com). There, your order will be SSL encrypted and safely processed through our Americart Secured Server.
- Option #2: Call us at 1-800-589-8835 and we will take your order over the phone, or email us at: [cs@LowVisionAids.com](mailto:cs@LowVisionAids.com) to request that we call you for your order.
- Option #3: Mail your check, money order, or Purchase Order to us at: The Visual-Tech Connection, P.O. Box 1996, Westerville, OH 43086. Or FAX your Purchase Order to us at: (614) 899-7553. (Purchase Orders accepted from major or recognizable companies, agencies, organizations, institutions only).
- Option #4: Call us at 1-800-589-8835 to schedule a demo/delivery date for your CCTV, with payment due upon delivery (Please, Ohio residents only).

**NOTICE: Ohio deliveries will be charged Ohio sales tax unless purchaser is clearly identified as an entity that is always exempt (e.g.; governmental agency) or if purchaser provides us with a properly completed Sales and Use Tax Exemption Certificate stating the statutory reason for claiming exemption.**

The Visual-Tech Connection, P.O. Box 1996, Westerville, OH 43086  
Phone: 614-899-9989 (Toll-Free: 800-589-8835) Fax: 614-899-7553  
[www.LowVisionAids.com](http://www.LowVisionAids.com)

## Shipping/Handling/Returns

Shipping charges are for the continental U.S.. To ensure proper delivery of your order, we ship via a traceable method using UPS, FedEx, or USPS depending on the order size and the "Ship To" address. We cannot ship to PO boxes. Please provide a physical address on all orders. Our shipping charges include packing, handling, shipping and insurance in transit. Should you require it, we can expedite shipments (e.g.; Next Day Air Service) at extra charge. Please call us at 1-800-589-8835 for price quotations on expedited shipping. Should you request it, we can notify you by email when your package ships.

We do not accept C.O.D. orders. Purchase Orders are acceptable only from recognizable corporate, governmental and agency entities.

Most video magnifiers (CCTVs) are kept in-stock and are shipped within 1 to 24 hours of receipt of order. A few items we do not keep in stock and are drop-shipped directly from the manufacturer. In such cases, delivery can take up to 2 weeks.

All video magnifiers (CCTVs) sold by The Visual-Tech Connection (VTC) are covered under a 30 day Money-Back Guarantee (less shipping charge).

### **NO RESTOCKING FEE WHEN YOU USE A RETURNED MERCHANDISE AUTHORIZATION NUMBER!**

All product returns must have a Returned Merchandise Authorization (RMA) number issued by VTC. Either email or call VTC at 1-800-589-8835 to receive your RMA number, which will expire 10 days after being issued. RMA numbers are to be prominently displayed near the shipping label on the outside of the shipping box. Products returned without an RMA number will be refused or subject to a 20% restocking fee at our discretion. An RMA number must be requested within 30 days of the original invoice date or date of delivery, whichever is later. Products must be returned in "like new" condition along with all original packaging, documentation, blank warranty cards, manuals, and accessories for us to issue a full refund. Returns which have a "tobacco smoke

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smell" or have defaced, damaged or missing original packaging, documentation, warranty cards, manuals, or accessories will be charged a 20% service fee or our costs for replacement or cleaning, whichever is less. The service fee is not a penalty. It is a costly process to prepare for resale returned products that can not be immediately returned to inventory. Products should be returned with proof of delivery and insured or VTC will not be responsible for loss or damage during shipment. Once VTC has inspected all returned items, the necessary credit and refund will be issued.

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