

Dave Smith Instruments

OUR SUPPORT PHILOSOPHY

We're grateful that you've chosen to use our instruments. A major part of our commitment to you as a registered owner of a DSI product is providing product support by web, email, or phone. We warrant that our instruments will be free from defects in materials and/or workmanship for 1 year from the date of purchase. Please [register your product](#) online so that we can better assist you and to establish your instrument's date of purchase.

CONTACTING SUPPORT

Our product support staff is available to help you Monday – Friday from 9 am to 6 pm PT. If you call during business hours and don't get through to one of our Support Technicians, it's because they're assisting other customers. Please leave a voicemail message and someone will respond as soon as possible. We value a dialog with you and welcome feedback, suggestions, and details of how you're putting your instrument to use!

Phone: (415) 830-6393 x1

Fax (707) 286-5501

WARRANTY REPAIRS

If you need to return an instrument for repair, please contact us first to obtain a Return Authorization (RA) number. For your own protection, as well as ours, please do not return any product to us without an RA number. Instruments sent without an RA number may be refused and returned at the owner's expense.

To issue an RA number, we need:

- your name
- your return address
- your phone number
- your product's serial number
- your product's date and location of purchase

When you return a product for repair, we highly recommend insuring it, and whenever possible, packing it in its original packaging—providing that the original packaging is still in good condition. DSI is not responsible for damage resulting from shipping a product with insufficient packaging.