

# Foxconn Out Of Warranty Service for Lytx Drivecam® Devices

Lytx® is partnering with Foxconn to provide an out of warranty service. If your Lytx DriveCam® device is out of warranty and do not want to purchase a brand new unit, you can purchase a refurbished device directly from Foxconn with a 90 day warranty upon receiving your out of warranty defective recorder.

1

Please complete the highlighted fields in the Foxconn New Customer Account Information form and contact [ORMA.Foxconn@lytx.com](mailto:ORMA.Foxconn@lytx.com). Once you are approved and entered into Foxconn's system you may proceed. Allow 7 days to process the form.

2

Contact Technical support at 866-910-0403 for initial trouble shooting and/or to create the Out of Warranty Service request to Foxconn. Instructions, list of serial numbers and a return shipping label will be emailed to you. For tracking purposes you must use the Lytx provided shipping label. For any questions regarding a current return email [ORMA.Foxconn@lytx.com](mailto:ORMA.Foxconn@lytx.com)

3

Ship your defective unit to Foxconn using the prepaid shipping label they will ship a refurbished unit for \$299 within 2 business days from receiving the defective unit(s). Foxconn will only invoice once the refurbished unit is shipped. Please email your Purchase Order (PO) to [ORMA.Foxconn@lytx.com](mailto:ORMA.Foxconn@lytx.com) and list the payee as: eCMM Services, Inc while referencing the Case#. Your replacement cannot be shipped until payment is received by Foxconn.

**Price List:** DC3P: \$299.00 SV2 Window Unit: \$299.00 SV2 Out of View Unit: \$299.00 SF1/SF64/SF300: \$299.00

- You must be entered into Foxconn's billing system in order to be able to participate.
- DC One clients are excluded because all of DriveCams are under warranty.
- You must agree to 30 day net terms and be able to pay via ACH or wire transfer.
- For your records, we will email a list of serial numbers that are part of the return.
- Do not return any cables or accessories with your unit. They will not be sent back.
- Installation services are not included. You can purchase services through Lytx's Order Management team at [orders@lytx.com](mailto:orders@lytx.com)

# New Customer Account Application Form

## Basic Information (All highlighted fields must be filled in)

Company Name*			
Company Telephone		Tax ID*	
Registered Address*			
(City, State, Zipcode)*			
Bill-to-Address* (if different than above)			
(City, State, Zipcode)*			

## Contact Information

Customer Contacts	Name	Email	Telephone	Other
Invoicing Contact				
Purchase Order Contact				

## Payment Information

Payment Method\*  ACH  Wire Transfer Payment Term\* - 30 DAYS

Authorized Signature(s):

Name	
Title	
Date	