

Out Of Warranty Replacement Service for Lytx DriveCam®

Lytx® is partnering with Foxconn eCMMS to provide out of warranty replacement service for Lytx DriveCam® devices. If your Lytx DriveCam® device requires replacement but is out of warranty and you do not want to purchase a brand new unit, you can purchase a refurbished device directly from Foxconn eCMMS with a 90 day warranty through this ORMA process. To proceed, please follow these steps:

STEP
1

Complete the highlighted fields in the Foxconn New Customer Account Application form and email to ORMA.Foxconn@lytx.com. Once approved and set up in Foxconn's system, you will receive an email to proceed. Allow 7 days to process the form.

STEP
2

Contact Lytx Technical Support at 866-910-0403 to initiate your ORMA service request. Once your request is entered, you will receive an email with your ORMA Case #, list of serial number(s), return shipping label(s) and instructions to follow. For tracking purposes, you must use the prepaid shipping label(s) provided.

STEP
3

Email your Purchase Order (PO) to ORMA.Foxconn@lytx.com, listing "eCMM Services Inc." as the payee and referencing your ORMA Case #. Ship your defective unit(s) to Foxconn using the prepaid shipping label provided. Foxconn will ship refurbished unit(s) within 2 business days of receipt of PO and device. Once shipped, Foxconn will issue an invoice for the refurbished unit(s).

Price List: DC3P: \$299.00

Policy:

- DC One clients are excluded from this program because all DriveCams are under warranty.
- You must have an account created in Foxconn's system in order to participate in this program.
- Foxconn must receive your PO and device before they can ship the replacement.
- Payment terms are net 30 days.
- Do not return any cables or accessories with your unit. They will not be sent back.
- Installation services are not included. You can purchase installation services or additional parts through Lytx's Order Management team at orders@lytx.com

For any questions regarding a current return, email ORMA.Foxconn@lytx.com

New Customer Account Application Form

(All highlighted fields must be filled in)

Basic Information

Name	
Phone	
Registered Address	
City / State / Zip Code	
Bill-to Address (if different than above)	
City / State / Zip Code	
Tax ID	

Contact Information

Customer Contacts	Name	Email	Phone
Invoicing Contact			
Purchase Order Contact			

Payment Information

Payment Method*

ACH
 Wire Transfer

Payment Term* - **30 DAYS**

Documentation

Please attach a copy of either: Certificate of Incorporation, Certificate of Business Registration/License, or other proof documents issued by government authority.

Authorized Signature(s):

Name	
Title	
Date	