



Viasat RA Process

Effective April 2018

Trouble Shooting

Consumer contacts Viasat customer service to trouble shoot the piece in question. If Viasat customer service determines an RA is required, they will issue a FSM case number and a service call will be processed to the original installing dealer.

Defective Product Swap

The dealer receives the FSM case number from Viasat, they are free to service the consumer and swap defective equipment. After service is complete, simply write the FSM Case number on the outside of the box and ship to the closest location to you.

DSI Shipping Locations

Dallas Warehouse Address:	Kennesaw Warehouse Address:
11114 Grader Street	8530 Cobb Center Drive
Dallas, TX 75238	Kennesaw, GA 30152
Attn: RA Department	Attn: RA Department

RA Specifics

When the unit arrives at DSI, it must have:

Outside of the box

The "case number" legible on the outside of the box. The Case number is what allows DSI to issue credit to the appropriate dealer.

Inside the box

- Serial number of returned must match serial number on FSM case number
- Dealer information
- Dealer name
- Viasat ID
- All Power cords and bricks
- All Interfacing cables
- Boxed separately

Dealer is responsible for proper packaging and shipping back to DSI

- Independently boxed units in a large box will be processed
- Each box must have case ID written on the outside
- Multiple pieces (unboxed) in a single box will not be accepted
- Viasat ATA (VOIP) is not applicable per Viasat program



800-888-8876
www.dsisystemsinc.com



Warranties

- Warranties are set forth by Viasat and followed by DSI
- Subject to change by Viasat without notice

Shipping

- Shipping costs back to DSI are the responsibility of the dealer
- Credit will be processed for each returned Viasat product at original purchase cost.
- DSI is not exchanging hardware. If a replacement unit is required, an order needs to be placed for the necessary product.

How to locate your Credit

- Credit is then issued at the original purchase price
- Credit can be located on DSI Onestop
- Please allow 3 to 5 days to process once received at DSI

Please contact your DSI Territory Manager or Business Development Representative for addition questions. 1-800-888-8876



800-888-8876
www.dsisystemsinc.com