



## Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information below. Use your pointing device to place the cursor in the desired data field.

Please email the completed form to [support@rostech.com](mailto:support@rostech.com) or fax to +1.514.521.5900. You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to Rostech-Rosgol Technologies (R.R.T.) will be provided once the RMA is issued. For any questions concerning completion of the form please contact R.R.T. Technical Support by email to [support@rostech.com](mailto:support@rostech.com) or telephone to +1.800.361.8080

**The full RMA process and other RMA details are described at the bottom of this form.**

First Name:	Last Name:
Email:	
Company:	
Telephone:	Extension:

### Shipping Information:

Address:	
City:	
State/Province/Region:	
Country:	Zip/Postal Code:

### Billing Information:

Address:	
City:	
State/Province/Region:	
Country:	Zip/Postal Code:

### Product Information:

Product Name:	Model Number:
Serial Number:	
Invoice Number:	
Purchase Date:	
Description of problem:	

### Additional Comments:


**Below this line is for internal use only**

DATE:	CATEGORIES: OW	OOW	30DMB
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PRINTED NAME:
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RMA #:
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SIGNATURE: \_\_\_\_\_  
 AUTHORISED ROSTECH-ROSGOL TECHNOLOGIES PERSONEL



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### RMA PROCESS

### ALL RETURNED MUST HAVE AN RMA NUMBER

#### GENERAL

- RMA REQUEST:** A customer with hardware that requires repair should request a Return Merchandise Authorization (RMA) number by filling out this form and submitting it to RRT via email to [support@rostech.com](mailto:support@rostech.com) or fax 514.521.5900.
- CONDITION OF MERCHANDISE BEING RETURNED:**
  - IF MERCHANDISE IS BEING RETURNED ON WARRANTY:**
    - Product must be returned in original packaging with all literature.
    - Product must be returned with all accessories (ie: wires, connectors, brackets etc).
  - IF MERCHANDISE IS BEING RETURNED FOR CREDIT:**
    - Product must have been purchased (date of invoice) within 30 days of requesting this RMA.
    - Product must be returned in original packaging with all literature.
    - Product must be returned with all accessories (i.e.: wires, connectors, brackets etc.).
    - Product itself must be in perfect condition (i.e.: no scratches, no signs of wear and tear etc.).
- RMA REVIEW:** The RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the hardware is not returned unnecessarily.
- RMA CHARGES:** For On Warranty (OW) claims, there will be no test/repair charges. Out-of-Warranty (OOW) RMA returns will require a charge. Prior to the RMA being issued the RMA Administrator will inform the customer of the flat rate charge for test/repair of the hardware. A formal quote for the associated RMA charges can be provided upon request.
- RMA ISSUED:** When the RMA Administrator has confirmed a repair is necessary and all other requirements have been satisfied a reply will be sent to the customer with an RMA number which may include packaging and shipping instructions.
- RMA EXPIRATION:** Once the RMA # has been issued the product must be received by RRT within 30 days of the date of issue of the RMA#.
- SHIPMENT OF RMA TO RRT:** **RMA NUMBERS MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX THE MERCHANDISE IS BEING SHIPPED IN. IF PERSONNEL IN OUR SHIPPING DEPARTMENT CANNOT EASILY READ (FIND) THE RMA #, THE MERCHANDISE WILL NOT BE ACCEPTED FOR RETURN.**

The customer is responsible for the safe shipment of the hardware in appropriate packaging.
- OW TEST/REPAIR:** RRT will repair or replace at its discretion all warranted hardware.

#### ADDITIONAL DETAIL

##### NO TROUBLE FOUND RMAS

If an RMA is determined to be NO Trouble Found (NTF), RRT will request additional information from the customer in an attempt to replicate the observed failure. If no additional information is available or the observed failure cannot be reproduced, RRT will return the RMA to the customer as NTF. The policy applies to OW, and OOW RMAs. Full OOW charges do apply.

##### UNREPAIRABLE ON WARRANTY

Hardware returned to RRT covered by warranty determined to be unrepairable as a result of hardware fault that has not been induced by customer misuse will be replaced for no charge to the customer.

##### UNREPAIRABLE OOW

Hardware returned to RRT determined to be unrepairable for any reason will not be automatically replaced. A replacement hardware product can be ordered through the customer's normal RRT sales channel. OOW hardware found to be unrepairable can either be returned to the customer 'as is' for final disposition or scrapped at RRT upon customer request. RRT will request final disposition instructions from the customer when a hardware product is determined to be unrepairable. Unrepairable hardware products are subject to a reduced RMA charge to cover the cost of testing and debug performed by RRT.



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## SHIPPING OF RMAS to RRT

Shipping of all OW and OOW RMAs from the customer to RRT is at customer expense. Customers are encouraged to notify RRT when RMAs are shipped and to provide shipment tracking details. RMAs are to be appropriately packaged to ensure the safe transit of the hardware product to RRT. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

## SHIPPING OF WARRANTY MAINTENANCE RMAS FROM RRT

Shipping of all Warranty RMAs from RRT to the customer are at RRT expense using the RRT preferred shipper unless a prior agreement is entered with the customer to ship differently.

## SHIPPING OF OOW RMAS FROM RRT

Shipping of all OOW RMAs from RRT is at customer expense. The cost of shipping from RRT is not included in the quoted OOW RMA repair charge. The customer has the options of providing a shipper name and account number for collect shipping of the RMA at the time the RMA is issued via the RMA Request or RRT can add the cost of shipping to the RRT Invoice in addition to the OOW RMA repair charge.

## ADVANCE REPLACEMENT OF WARRANTY AND EXTENDED HARDWARE MAINTENANCE RMAS

RRT may provide an Advance Replacement of a failed hardware product on a case by case basis. Only Warranty covered hardware products will be considered for Advance Replacement upon request or at RRT discretion. Advance Replacements are only considered for Dead on Arrival (DOA) hardware products that are reported to RRT within 30 days of original shipment. Advance Replacements are subject to hardware product availability.

## EXPEDITED RMA PROCESSING

RRT can provide expedited testing and repair of RMAs on a case by case basis for an additional charge. A quotation for expedited processing can be provided upon request.

### Shipping Address

#### US Clients

2002 Ridge Road  
Champlain, New York 12919

#### Canadian Clients

346 Isabey  
Montreal, Quebec H4T 1W1

I have read this form in full and I am signing below to indicate that I understand and agree to the details written

Date:

Clients Signature X \_\_\_\_\_  
Clients Name: