



DATE:

RMA #: -----

**Customer Information**

<b>Company:</b>	<input type="text"/>	<b>Contact:</b>	<input type="text"/>
<b>Address: (Ship to)</b>	<input type="text"/>	<b>Phone:</b>	<input type="text"/>
	<input type="text"/>	<b>Email:</b>	<input type="text"/>
	<input type="text"/>	<b>Other:</b>	<input type="text"/>

Items with \* are REQUIRED before repairs can be made

**PROOF OF PURCHASE REQUIRED ON ALL WARRANTY UNITS**

<b>*Equipment:</b>	E2	<input type="radio"/>	IPPA	<input type="radio"/>	<input type="radio"/>	Other	<input type="text"/>	<b>*Password</b>	<input type="text"/>	
<b>*Model</b>	<input type="text"/>					<b>*Serial #</b>	<input type="text"/>			
<b>*Simulcast</b>	Yes	<input type="radio"/>	No	<input type="radio"/>		<b>*Warranty</b>	Yes	<input type="radio"/>	No	<input type="radio"/>
<b>*Firmware Ver.</b>	<input type="text"/>					<b>*Date of Purchase</b>	<input type="text"/>			
<b>*Frequencies:</b>	<input type="text"/>					<b>*IP Address:</b>	<input type="text"/>			

**Please detail issue with equipment:** \* Please confine your text to the available space. If more room is needed add a second sheet \*

**Resolution/Parts: (Labor):**  **hrs**

**\*\* ALL REPAIRS WILL BE PROGRAMMED WITH 'DEFAULT' VALUES IF INFORMATION IS NOT COMPLETED \*\***

**RMA Process:** Once the Customer has assessed a problem with a unit, they should email a copy of this form to sales@rft-a.com requesting an RMA number. After receiving this the unit can be shipped to the address below **along with a copy of the form included in the box with the equipment.** If the product is deemed to be "Out of Warranty", a repair quote will be issued for approval and invoice payment may be required prior to shipping.

**Evaluation Charges:** A flat rate charge of \$150.00 for all evaluations will be incurred on all non-warranty equipment. If unit is repaired evaluation charge will be credited to labor on repair. If unit is replaced, the charge will be waived.

**Shipping:** The Customer is responsible for prepay shipping of equipment to RFTA in Houston, TX. RFTA will return warranty equipment to customer using Ground shipping (best way). Non-Warranty equipment will be shipped back to the address on the RMA Form via Ground shipping and charges will be added to the invoice. RFTA is not responsible for damages incurred in shipping from the customer. It is the customer's responsibility to package equipment properly for secure shipping to RFTA.

**Please ship to:**

RF TECHNOLOGY AMERICAS, INC.  
600 KENRICK DR, SUITE E10  
HOUSTON, TX 77060

**Authorized Customer Signature**

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