

Return Material Authorization (RMA) Request Form

Use this form to obtain an authorization to return product(s) to Altinex for repair or credit. Once you have the RMA number and a repair cost estimate, you can ship the product back to Altinex with the RMA number clearly marked on the outside of the box. Once completed, fax this form to **714-990-3303**.

Ship product(s) to:

RMA _____ Altinex Inc. 592 Apollo Street Brea CA 92821 USA 714-990-2300

This request is for **REPAIR** **CREDIT** **UPGRADE** (circle or check mark one)

Your name: _____ Your e-mail: _____

Your office phone: _____ Your cell phone: _____

Your fax number: _____ Your Altinex **Customer No.** ALT _____

Company name: _____ Not an Altinex dealer _____

Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Authorized Signature: _____

**** If sending in a MultiTasker, list all the cards that will be sent with the unit. List additional items on a separate page.****

Model #	Serial #	Problem description
_____	_____	_____
_____	_____	_____
_____	_____	_____

Repair cost estimates

- If product falls within the warranty period, return it through the AV dealer from whom the purchase was made. The warranty can be determined by reading the product serial number. From left to right: 2nd and 3rd numbers represent the Year; 4th and 5th represent the month during which the product was manufactured. Most of our products carry a 3 year warranty
- An inspection charge of \$50 will apply to each product sent as a warranty repair, but found not to be defective.
- Damage due to improper use, such as ground loops, improperly terminated RJ connectors, or Power over Ethernet (PoE) is not covered under warranty. Your signature authorizes Altinex to repair such damage if found, for a minimum repair charge of \$95, or 15% of the original invoice price (whichever is greater) on each product found not to be covered by warranty. If the repair charges will exceed this amount, you will be contacted prior to repair for authorization to proceed. An inspection charge of \$50 will apply to each product for which repair service is declined.
- If product is out of warranty, then the product may be shipped directly to Altinex; a minimum repair charge of \$95, or 15% of the current list price (whichever is greater) will apply. You will be contacted if the repair cost will exceed this amount for authorization to proceed.
- Open product may not be returned after 90 days from purchase. Cables may not be returned after 30 days from purchase.

For Altinex office use only: ALT _____ Product not supported
RMA _____ Warranty status: ___ WARRANTY ___ NON-WARRANTY ___ TBD

Repair cost estimate: USD\$ _____ Repair time estimate: _____ days

PSI _____ Date Sold _____ New SO _____