

ATTENTION

In order to expedite the diagnosis and repair process of returned products, effective December 7th, 2007 all products returned to the RMA Department must include all subassemblies, enclosures and accessories (mounting hardware, cables and manuals need not be returned). RMA cases will not be processed until all required parts are received.

All of the following items must be returned if they were included with the original product:

- Mini PCI radio card
- PCB (printed circuit board)
- Enclosure
- Waterproof RJ45 connector
- Antenna
- PoE module or DC injector
- Power supply

Partial returns will only be accepted if a Teletronics' technician has authorized such return in writing through the Online Help Desk system (<http://www.teletronics.com/Supportform.html>). In such cases, the ticket number must be provided on the RMA form.

(Please find the RMA form on the next page)



RMA FORM

FOR OFFICE USE ONLY
RMA #:
ISSUE DATE:
ISSUED BY:

Teletronics International, Inc
 2 Choke Cherry Road, Rockville, MD 20850, USA
 Tel: 301-309-8500, Fax: 301-309-8851, Email: rma@teletronics.com

INSTRUCTIONS: To receive a Return Merchandise Authorization (RMA) number, please complete this form in its entirety and email it to rma@teletronics.com or fax it to 301-309-8851. After the form is processed, you will receive an RMA number and shipping instructions. If you have any questions, please call the RMA Department at 301-309-8500 x138. Teletronics will not be responsible for products returned without a valid RMA number.

Online Help Desk Ticket & Purchase History

Do you have an online ticket? <input type="checkbox"/> Yes, my Ticket # is:	<input type="checkbox"/> No
Did you purchase the product(s) directly from Teletronics? <input type="checkbox"/> Yes	<input type="checkbox"/> No, I purchased from:

Contact Information

Company Name:	Contact Name:
Email:	Telephone:
	Fax:

Shipping Information (units will be shipped to this address)

Street Address:
City, State/Province, ZIP/Postal Code, Country:

RMA Type

- Standard.** You ship us the defective unit(s); we repair or replace the unit(s), then ship the unit(s) back to you.
- Advance Replacement.** We ship you the replacement unit(s) right away; you ship us the defective unit(s) within 21 business days of receiving the replacement(s). Unit(s) must be under warranty and credit card information must be provided below.
- Return for Credit.** Only for units purchased directly from Teletronics within the last 30 days. To receive credit on a credit card, card information must be provided below.

Credit Card Information (required for out-of-warranty repair and advance replacement)

Type: <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express	Card Number:	Expiration Date:
Cardholder's Name:	Cardholder's Signature or Initials:	
Billing Address (ZIP code required for US):		

Items to be Returned (all fields required)

Teletronics Invoice #	Date of Purchase	Product ID	Serial Number	Qty.	Description of Problem	Reason for Returning
						Click here to choose
						Click here to choose
						Click here to choose
						Click here to choose
						Click here to choose
						Click here to choose
						Click here to choose
						Click here to choose

Comments:

By submitting this form you agree to all of the following applicable terms and conditions.

1. REPAIR WARRANTY: All warranties are void if Teletronics finds that the product has been abused, physically damaged or altered in any way without prior written authorization. **2. OUT OF WARRANTY PRODUCTS:** Out-of-warranty products are repaired only with the customer's prior approval of the maximum estimated repair cost. For repair cost estimates, please email rma@teletronics.com or call 301-309-8500 x138. **3. PACKAGING:** Please clearly mark the RMA number on the outside of the package. Products must be appropriately packed to avoid damage during shipment. Damage or loss of goods during shipment is the sole responsibility of the customer. **4. RMA NUMBER:** Any returned product without a valid RMA number will be refused and returned to the sender. RMA numbers are only valid for 14 days from the date they are issued. Please write the RMA number on the box in bold letters using permanent marker on at least two different sides of the box. **5. PRODUCTS SHIPPED:** All products returned to the RMA Department must include all subassemblies, enclosures and accessories. Only the products specified in the approved RMA request will be processed. **6. SHIPPING COST:** The customer is responsible for the cost of shipment to Teletronics. Teletronics will be responsible for the cost of shipment back to the customer. Ship to: Teletronics International, Inc. 2 Choke Cherry Rd, Rockville, MD 20850, USA. **7. ADVANCED REPLACEMENT:** If you are requesting advanced replacement for a defective product, you must provide us with a valid credit card number as a guarantee. Advanced replacement will be charged to the customer if the defective product(s) is not received by Teletronics within 21 business days from the date the customer receives the replacement units. The customer is required to provide the original receipt and the Teletronics invoice number to receive RMA credit.

PLEASE SEND ALL RETURNS WITH THE RMA NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE BOX OR THE PACKAGE WILL BE REFUSED AND RETURNED TO THE SENDER. A credit card is needed for all out-of-warranty repair charges. RMA numbers are valid only for **14 DAYS** from the date they are issued. All items returned for credit or exchange may be subject to a restocking fee of at least 15%.