**Return Material Authorization Request Form 2022**

**The address below is where the unit(s) will be returned to once completed:**

|  |  |
| --- | --- |
| Customer Company |  |
| Customer Street and Number |  |
| Customer Town or City |  |
| Customer State or County |  |
| Customer ZIP or Post Code |  |
| Customer Country |  |
| Customer Contact Person |  |
| Customer Phone Number |  |
| Customer email address |  |
| Customer Tax code (VAT) |  |

|  |  |  |
| --- | --- | --- |
| Product Part Number | Product Serial Number | Fault Description |
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All submitted RMA requests must be accompanied by a detailed fault description. Ex. “No communication on the fiber port” or “Unit will not power on”. All returned product must include the power supply that was in use at the time of failure. Not providing this information will delay your return significantly. \*\* Please read the Notes below on the second page\*\*

The completed form needs to be attached to the RMA Request ticket and submitted through the [Tech Support portal](https://ltrxdev.atlassian.net/servicedesk/customer/portal/7) for processing.

**Notes:**

1. If a unit when returned is found to be NO TROUBLE FOUND (NTF) a processing fee of $50 will be charged (Plus sales tax for Minnesota based Customers). The equipment will not be returned until the invoice has been paid.
2. If product is manageable, please return the equipment with the login and password set to default, with configuration still loaded.
3. Repaired / replaced unit will normally have latest firmware for the unit. If there is a special requirement for specific firmware, please request in the ticket.
4. Proper Packaging:

* The preferred method for returning items is each in its individual box and wrapping using the original box and packaging in which your equipment was sent and received in. If the original box is missing or damaged, any box that is of suitable size and in good condition may be used.
* All products should be bagged individually. Static sensitive items (boards) must be bagged in static shielding (ESD Bag) packaging and properly surrounded with bubble wrap or packaging foam to ensure restriction in movement during transport
* Make sure the box is securely sealed using durable packaging tape.
* When shipping in defective product the product must be properly packaged, any and all damage caused by improper packaging will void the warranty. The damaged product will be shipped back to the customer at the customer’s expense unrepaired.