



Phasetronics, Inc./Motortronics  
 1600 Sunshine Drive  
 Clearwater, FL 33765

## Initial Return Material Intake Form

	Purchaser's Information	End Customer Information (if applicable)
Company Name		
Address		
City		
State		
Zip Code		
Country		
Contact Name		
Contact Email		

<b>RMA Type</b>	Warranty Repair	Non-Warranty Repair	Return For Credit
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Items to be returned (please provide as much detail as possible)

Item#	Description	Quantity	Original PO#	Serial Number	Comments

Problem Description:

**PLEASE INCLUDE PHOTOS OF ANY DAMAGED COMPONENTS WITH THIS FORM**

Was issue caused during shipment?	Yes	No	If yes, has an freight claim been filed?	Yes	No
Have you contacted our technical support?	Yes	No	If yes, who did you speak with?		
Has the product been modified since purchase?	Yes	No	If yes, what has been changed?		
Has the product been in service?	Yes	No	If yes, how long?		

**By returning this RMA request form, you are acknowledging acceptance of our standard terms attached on the following two pages.**

## SUMMARY OF MATERIAL RETURN POLICIES

### Definitions:

**Warranty Return** – Product within the warranty period, as stated in the Standard Conditions of Sale (Form# 20001IFM).

**Non-warranty Return** – Product within the warranty period, but with damage determined not to be a warranty failure. Product that is not within the warranty period, as stated in the Standard Conditions of Sale (Form# 20001IFM).

**No problem Found (NPF)** –a product that is returned on an RMA and there is nothing found wrong with the product.

**Expedite fee** – For rush repairs, an expedite fee will be charged.

### Process:

1. Under no circumstances are products to be returned to Company without first obtaining the company's permission and a Return Material Authorization (RMA) number.
2. The RMA form must be completed in order to process your return. Incomplete information could delay the process. Please include photographs of any damaged components as well as related unit and component serial numbers.
3. RMA's **must** be processed through an authorized distributor with an active account, or a customer with an active account.
4. All RMA's will require a credit card or a funded PO in the amount of the Evaluation Fee, Two Hundred and Fifty Dollars (\$250).

### **WHAT WE DO OR WHEN DO WE PROCESS YOUR PURCHASE ORDER OR CREDIT CARD:**

- **Warranty Return**
    - For products returned under warranty, the PO or Credit card Authorization will not be charged if the failure found is **covered by warranty**.
    - Products that are returned under warranty that are deemed **Non-Warranty or No Problem Found** will be subject to the evaluation fee.
  - **Non-Warranty Return**
    - Prior to return, please provide a photograph of the unit in order to determine if the condition of the unit is such that we can return it to serviceable condition. Products that are older than their expected useful life will not be accepted for repair.
    - For products returned for non-warranty repair, a quotation will be generated after the evaluation is performed.
    - This cost will be based on the component replacement cost and labor time (including calibration and testing) required.
5. If you have multiple models that need to be repaired, each model must be assigned a separate RMA number. Multiple items of the same model may be processed together.
  6. If parts being returned have been removed from a larger unit assembly, they cannot be processed unless the model and serial numbers of the complete unit are provided.

7. Transportation fees: All returned items must be shipped to Phasetronics/Motortronics with freight prepaid. **All import customs duties and taxes are the responsibility of the shipper/customer.** We will not accept freight collect shipments; they will be refused.
8. RMA numbers are effective for 30 days from date assigned. After 30 days, please contact the factory for a new RMA number.
9. Phasetronics/Motortronics will not be responsible for materials left at our facility for more than 60 days without disposition instructions. We will contact you about your repairs and then give you 30 days to reply, after that time the product will be scrapped.
10. For rush repairs, the following expedite fees will apply:
  - 24 hour - \$300
  - 48 hour - \$200
  - 72 hour - \$100
11. **Materials returned without an RMA Number on the address label will be returned to sender. Shipment will be refused.**
12. **USE THIS FORM AS A PACKING LIST AND INCLUDE IT WITH RETURNED MATERIAL ADDRESSED TO:**

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