

## RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

**Date:** \_\_\_\_\_

Bill to:  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_

Ship to (Address the product will be shipped to after repair):  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_  
 Tech Contact \_\_\_\_\_  
 Email \_\_\_\_\_  
 A/P Contact \_\_\_\_\_

Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_  
 Tech Contact \_\_\_\_\_  
 Email \_\_\_\_\_  
 A/P Contact \_\_\_\_\_

**Reason for Return:**

Warranty Repair  
 Evaluation (minimum \$225.00 fee)

Return for Credit (within 30 days of shipment with JTime!'s approval)  
 Out of Warranty Repair (quote provided after full evaluation)

Serial Number	Item Descr.	Fault/Problem Description	JTime! Tech Contact	Contact Date	RMA PO#

**Return Procedures**

- Fill in request form and submit to JTime!. An approved RMA number will be emailed or faxed back to you.
- Send product(s) in a sufficiently packed box. JTime! will not be responsible for damages that occur during return shipment due to improper packing.
- Print RMA number on the outside of the shipping package.
- Ship product(s) to JTime! with freight prepaid.
- A Purchase Order must be sent along with the RMA form for both in-warranty and out of warranty repairs.
- Out of Warranty Purchase Orders must reflect a minimum evaluation fee of \$225.00.
- In-Warranty RMA returns with no problems or defects found are subject to an evaluation and diagnostic fee of \$225.00. **Any returns due to customer order error are subject to a 25% restocking fee.**

**Policies**

- All items must meet the conditions of the Return Procedures and arrive in good condition
- All items being returned for credit/refund must be returned in the original packaging and must be accompanied by the original contents (i.e., cables, software – must be unopened, and manuals, etc.). A restocking fee will be applied for any missing components or for products being returned past 30 days from the original ship date. A repair fee will apply for any product that is returned damaged due to improper packaging during shipment or from misuse.
- The product warranty is valid from the original date of shipment through the limited time offered by JTime!.
- JTime! is not liable for special, incidental, or consequential damages, including lost profits, down time, goodwill, damage to or replacement of equipment and property.
- All in-warranty repairs will be shipped back to the customer via Ground Freight, no charge. Expedited shipping requests will be billed to the customer's freight account. All shipping costs for in-warranty-no-repair and out of warranty repairs will be billed to the customer, via the method specified by the customer.

**IF PRODUCTS ARE NOT RECEIVED WITHIN 15 DAYS FROM THE DATE THE RMA NUMBER IS GIVEN, THE RMA NUMBER WILL BE VOIDED AND THE ITEM(S) WILL NOT BE ACCEPTED FOR RETURN.**

*Shipments will only be made to customer destinations and locations within the continental United States.*

**NOTE: You may save the form and email it to [sales@jtime.us](mailto:sales@jtime.us), or Print Form and fax to 707-837-9578**