

RMA FORM

Company		Contact Name	
Address			
City	State	Zip	
Email Address			
Phone		Fax	
RMA Number		Date Issued	

QTY	PART #	DESCRIPTION	REASON FOR RETURN	SERIAL #	ORDER #	ORDER DATE

ADDITIONAL COMMENTS

SHIPPING INSTRUCTIONS:

1. The bottom of the original packing slip contains our returns address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:

Rugged Controls

ATTN: Replacement Dept.
4211 – 24th Avenue West
Seattle, WA, 98199
USA

REPLACEMENT POLICY:

Products purchased through Rugged Controls and under warranty* may be returned for replacement or repair by following these steps:

1. Contact Customer Service at 206 634 1308 to obtain RMA Number.
2. Fill out the Return Material Authorization Form in its entirety and place the RMA Form in the box with the item(s) being returned.
3. Return the authorized items(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA numbers can be obtained by:

- Website: <http://www.rugged-controls.com/support>
- Contacting Customer Service at 206 634 1308

*Warranty (Must provide original order number and date in order to verify warranty coverage)

WARRANTY POLICY:

Rugged Controls warrants that the equipment and components furnished will be and remain free from defects in workmanship and materials and perform the general process function intended, solely under the conditions defined by Rugged Controls, for a period of (a) 12 months from completion of installation, start-up or acceptance of the equipment, or (b) 18 months from the date of shipment from Rugged Controls to Purchaser, whichever expires first.

Rugged Controls will replace, modify or repair, at its sole option, any such defective component or equipment at no charge provided that Rugged Controls is notified promptly in writing (or email) of any claimed defect.

Purchaser is expected to assist in the timely on-site diagnosis of faults when possible with the intent of speeding the repair process. If requested by Rugged Controls, any damaged part or component may be returned to Rugged Controls freight pre-paid for repair or replacement, after which it will be returned to Purchaser via the same level of freight.

Rugged Controls will provide on-site Field Service when such service is required in its judgment, but is not bound to it by this agreement and reserves the option to request payment for travel expenses.

This warranty does not apply to any defect or malfunction arising out of failure to store, install, operate or maintain the equipment in accordance with instructions by Rugged Controls or its operation under conditions other than those defined by Rugged Controls.

For equipment not manufactured by Rugged Controls, the manufacturer's warranty terms will be in effect unless explicitly stated otherwise.

Any unauthorized modification or alteration of the equipment or repair or replacement of components may void this warranty, at the sole option of Rugged Controls.

WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHERS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY/FITNESS FOR A PARTICULAR PURPOSE.