



RETURN MATERIAL AUTHORIZATION FORM

EMAIL THIS FORM TO customerservice@elcom-tech.com OR FAX: 201-767-1326

DATE: \_\_\_\_\_ NUMBER OF UNITS: \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_ MODEL NUMBER: \_\_\_\_\_

CUSTOMER CONTACT: \_\_\_\_\_ SERIAL NUMBER(S): \_\_\_\_\_  
(Please include the full serial number; alphanumeric if applicable.)

BILL TO ADDRESS: \_\_\_\_\_  
(Required even if the RMA is in warranty.)

SHIP TO ADDRESS: \_\_\_\_\_ CUSTOMER TO ISSUE DEBIT MEMO: YES \_\_\_\_\_ NO \_\_\_\_\_

REASON FOR RETURN: \_\_\_\_\_

Repair Verification Questions: (Place N/A if the question is not applicable.)

Lock Error or Other Alarm Error? \_\_\_\_\_  
Power Failure? If so Please send Plot or table with measured power.

Frequency Error? If so please send Plot or table with frequency error. \_\_\_\_\_

Attenuator Error? \_\_\_\_\_

Intermittent or Constant Failure? \_\_\_\_\_

Temperature Dependent? If so at what temperature is failure observed? \_\_\_\_\_

Control Error? \_\_\_\_\_

Failed in-house or at third party site? \_\_\_\_\_

Other? \_\_\_\_\_

Please contact Customer Service to receive the full Elcom RMA Procedure. The RMA lead time is 60-90 days. Elcom will take efforts to ship units earlier when possible, however, we can not commit to shorter timeframe at this time. Contact Customer Service if an occasional unit needs to be expedited.

FOR ELCOM USE ONLY

|   |   |   |       |
|---|---|---|-------|
| RMA NUMBER                              | _____   | NOTES:                                      | _____ |
| PURCHASE ORDER                          | _____   |   | _____ |
| RETURN CODE:<br>(CHECK APPROPRIATE BOX) | (S) SERVICE WARRANTY <input type="checkbox"/> |   |       |
|   | (R) REPAIR <input type="checkbox"/>           |   |       |
|   | (C) CREDIT ONLY <input type="checkbox"/>      | CUSTOMER SERVICE OR SALESPERSONS SIGNATURE: | _____ |
| ANALYSIS CHARGE                         | \$ _____                                      |   |       |
| REPAIR CHARGE                           | \$ _____                                      |   |       |