



Carlson Wireless Technologies, Inc., 3134 Jacobs Ave, Suite C, Eureka, CA 95501, USA
Tel: 707-443-0100, E-mail: support@carlsonwireless.com

INTERNAL USE ONLY
RMA #:
ISSUE DATE:
ISSUED BY:

INSTRUCTIONS: To receive a Return Merchandise Authorization (RMA) number, please complete, sign and return this form via email to support@carlsonwireless.com. After the form is processed, you will receive an RMA number and shipping instructions. If you have any questions, please call the Technical Support Department at 707-443-0100. Carlson Wireless Technologies (CWT) will not be responsible for products returned without a valid RMA number.

Technical Support Ticket & Purchase History

I have spoken w/ Carlson Support My ticket # is: _____ My Carlson Customer ID is: _____
 I have not spoken w/ Carlson Support I don't have a support ticket My Carlson Reseller is: _____

Contact Information

Company Name: _____ Contact Name: _____
E-mail: _____ Telephone: _____ Fax: _____

Shipping Information (units will be shipped to this address)

Street Address: _____
City: _____ State/Province: _____ Postal Code: _____ Country: _____

RMA Type

Standard Repair - We provide a Service Quote within five (5) business days, return ship upon payment. Labor is \$150/hour.
 Expedited Repair - We provide a Service Quote within 24 hours, return ship upon payment. Expedited labor is \$300/hour.

Payment Information

All RMA requests must include a signed \$250 credit card authorization, \$400 for an expedited repair. This covers diagnostics and typical return shipping. Any additional charges will be clearly specified in the service quote. With a one-hour minimum, service labor is \$150 an hour, \$300 an hour for expedited repairs. Credit terms are not applicable.

Credit Card Type: Visa Mastercard American Express
Card Number: _____ Expiration Date: _____ CVV2 Code: _____
Billing Address: _____ Service Requested: \$250-Standard \$400-Expedited
City: _____ State/Province: _____ Postal Code: _____ Quote #: _____
Name on Card: _____ Authorized Signature: _____
Billing Email: _____

Items to be Returned

CWT Invoice #	Date of Purchase	Product ID/Description	Serial/Unit Number	Qty	Description of Problem

Comments:

Service Authorization (signature required)

I hereby understand and agree to the below terms and conditions.
Name: _____
Signature: _____

PLEASE READ! By submitting this form you agree to all of the following applicable terms and conditions.

1. REPAIR WARRANTY: All warranties are void if CWT finds that the product has been abused, physically damaged or altered in any way without prior written authorization. 2. OUT OF WARRANTY PRODUCTS: Out-of-warranty products are evaluated (evaluation fee is \$150.00 minimum) and then repaired only with the customer's prior approval of the estimated repair cost. For repair cost estimates, please e-mail support@carlsonwireless.com or call 707-443-0100. 3. PACKAGING: Please clearly mark the RMA number on the outside of the package. Products must be appropriately packed to avoid damage during shipment. Damage or loss of goods during shipment is the sole responsibility of the customer. 4. RMA NUMBER: Any returned product without a valid RMA number will be refused and returned to the sender. RMA numbers are only valid for 14 days from the date they are issued. Please write the RMA number on the box in bold letters using permanent marker on at least two different sides of the box. 5. PRODUCTS SHIPPED: All products returned to the Customer Service Department must include all subassemblies, enclosures and accessories. Only the products specified in the approved RMA request will be processed. 6. SHIPPING COST: The customer is responsible for the cost of shipment. For warranty repairs, CWT will be responsible for the cost of shipment (ground only) back to the customer. Ship to: Carlson Wireless Technologies, Inc., 3134 Jacobs Ave, Suite C, Eureka, CA 95501, USA. 7. ADVANCED REPLACEMENT: If you are requesting advanced replacement for a defective product, you must provide us with a valid credit card number as a guarantee. If you have CWT credit terms, a signed copy of a purchase order may be approved. Advanced replacements will be charged to the customer if the defective product(s) is not received by CWT within 21 business days from the date the customer receives the replacement units. The customer is required to provide the original receipt and the CWT invoice number to receive RMA credit.

PLEASE SEND ALL RETURNS WITH THE RMA NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE BOX OR THE PACKAGE WILL BE REFUSED AND RETURNED TO THE SENDER. A credit card or purchase order is required for all out-of-warranty repair charges. RMA numbers are valid only for 14 DAYS from the date they are issued.