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Instructions for completion interactively:

1. Download and save this document to your local hard drive.
2. If you cannot sign it electronically, please print the completed document and sign it before scanning and sending to the Return Material Coordinator or Customer Service.

IMPORTANT: Before completing the form please read the **RMA Type Description** and **General Terms** below.

PLEASE DO NOT SHIP PRODUCTS BACK TO US UNTIL YOU HAVE BEEN ALLOCATED AN RMA NUMBER.

RMA TYPE DESCRIPTION

Warranty:	<ul style="list-style-type: none"> All equipment submitted under warranty must be received before the warranty expiration date; otherwise, customer will be subject to non-warranty standard pricing. If during the evaluation, it is found that the warranty has been voided, you will be subject to non-warranty standard pricing. Situations that can void a warranty include misuse of the equipment, tampering with the void seals, and improper packaging, among others.
Warranty Re-Stocking:	<ul style="list-style-type: none"> All return merchandize will be subject a re-stocking fee of 25% of value of the equipment. In addition to applicable shipping and handling charges. No equipment will be accepted for return later than 30 days of original purchase date and proof of invoice. Equipment without an RMA number will not be processed for credit.
Non-Warranty:	<ul style="list-style-type: none"> Evaluation charges will be advised at time of request for an RMA and must be paid prior to the equipment being inspected. Repair cost will be advised after performance of evaluation. UNIPOWER will not proceed to repair or return of the unit without a CC (credit card) or ACH wire transfer (US Dollars only) to cover the repair cost.

GENERAL TERMS

- 1) UNIPOWER will not be responsible for any additional customer hardware attached to a product received for repair.
- 2) Do not return product for repair until an RMA number has been issued. The Return Material Coordinator (or CSR) will provide a return address when an RMA# is issued.
- 3) A copy of the completed RMA form, including RMA#, should be included with the returned product(s).
- 4) Clearly identify the outside of all shipping containers with the issued RMA number.
- 5) Return the product to address provided by RMC (or CSR).
- 6) Customer is responsible for shipping charges for all non-warranty and for warranty over 90 days of ship date. Exceptions for warranty returns will need to be approved by upper management or sales director.
- 7) A CC (credit card) or ACH wire transfer (US Dollars only) is required for every Non-Warranty RMA request.
- 8) Please note that the repair charge covers all diagnostics and testing.
- 9) An evaluation fee of \$350 per unit will be applied to all returns out of warranty even if the units are found to be beyond economical repair (BER).
- 10) BER items are scrapped 30 days after the customer is notified of their condition. Return of BER items must be requested by customer before the 30 days are up. Certificate of Destruction can be provided upon request.
- 11) Seller is authorized to return (freight collect) or scrap goods (at no liability to Seller) after 30 days under the following conditions:
 - a) Buyer declines repair and does not provide disposition instructions.
 - b) Buyer accepts repair but is unresponsive to requests for disposition instructions (Seller will use Purchase Order to bill for repair)
- 12) No returned goods will be returned to Seller's inventory against future orders.
- 13) Safe transit packing instructions will be provided to customers returning chargers or heavy product.

Please complete, sign and return this form to the RMC to assign your RMA#. Equipment received without an RMA form will be returned.

RMA NO. _____
(to be completed by UNIPOWER)

CUSTOMER DETAILS

Company Name: _____ Customer Original
PO / Order No.: _____
(Required to process RMA.)

Contact Name: _____

Phone: _____

E-mail: _____

SHIP TO ADDRESS

Street: _____ District: _____

City: _____ Country: _____

State: _____ Zip/Post Code: _____

SERVICES REQUIRED

(Additional fees may apply.)

- ☐ Repair Only
- ☐ Failure Analysis Report
- ☐ Test Certification
- ☐ Refurbishment
- ☐ Re-stocking

FREIGHT/CARRIER INFORMATION

(PPD/Add default, if nothing marked.)

- ☐ Prepaid/Add
- ☐ Collect Carrier/Acct# _____
- ☐ Third Party Address: _____
- _____
- _____
- _____

RMA TYPE (See descriptions on previous page.)

☐ Warranty ☐ Non-Warranty (CC/ACH wire transfer only)

PRODUCT INFORMATION (a separate RMA is required for each MODEL)

QTY	UNIPOWER Item No.	UNIPOWER Item Descript.
UNIPOWER Serial#	Customer Reported Problem (failure description, symptoms, and condition)	
Additional Notes:		

Authorized Signature _____

Date _____