

Radio RMA Request Form



E-mail to: us.har-rma@conductix.com

Warranty Returns: Products that are non-functioning due to defects in any material and/or workmanship will be credited, repaired, or replaced upon verification by Conductix Wampfler. Radio warranty is valid for 18-months from date of purchase.

Non-Warranty: Conductix-Wampfler will evaluate all returned items, this will require an evaluation fee regardless of the outcome of the returned product. With your return, you are providing consent to pay an evaluation fee of \$99 per unit. This fee does not include repairs that require parts. If repairs can be made, a quotation for repair and parts will be sent to you for approval.

Should Conductix deem the product was returned for warranty repair and it's found the product is no longer under warranty, customer will be responsible for evaluation fee. If Customer decides to repair, repair costs will be added to quotation.

ALL FIELDS REQUIRED	SOLD TO Customer Information
Company Name	Email
Contact Name	Phone #
Address	RMA Contact (if different)
	Company Name
City, State, Zip	Email
	Phone #

Purchase Order Number for Evaluation Fee:

Original Purchase Order No. / Conductix-Wampfler Sales Order No. :

Please check one of the following (Required for RMA number acquisition):

- Warranty Repair/Evaluation
 Non-Warranty Evaluation (fee applied)
 Restock (fee may apply)

Quantity:	Serial Part Number:	Product Description:

Radio RMA Request Form



Please select Radio Series: Protean L Series K Series

What is malfunctioning? Transmitter Receiver Unsure

Are multiple radios being used? Yes No

Are multiple radios being returned? Yes No

Provide a detailed description of the problem. What's not working or performing as expected. The more information you can provide the better we can diagnose the problem. Please also attach any photos you may have to assist in the evaluation.

What troubleshooting have you already done (if applicable)?

Terms & Conditions:

1. Customer will take full responsibility for proper packaging of equipment to be returned to Conductix-Wampfler.
2. All extra components (not Conductix Wampfler material) must be removed from the part(s) submitted for repair. Any extra items sent, which is not part of the original RMA, listed by part number, will result in the non-return of these items or returned at the customer's expense.
3. RMA's are valid for 30 days from the date of issue. If no communication or product is returned they will be closed.
4. After 30 days, Conductix Wampfler has the right to scrap merchandise due to negligence, lack of purchase order or failure to communicate by the customer without credit.
5. Customer will include a copy of the RMA with the product. This helps with product and order identification. If Customer fails to return the form with the product, the shipment will be rejected and not received.
6. Signature of RMA is the Customer's consent and agreement to provide a Purchase Order and payment to the issuer of the RMA for repairs and evaluation fee. Should customer fail to send a PO for the evaluation fee within (15) days of the original quote from RMA Department, Conductix Wampfler has the right to invoice per this agreement.

Customer Signature

Date