



RETURN MATERIAL AUTHORIZATION FORM

EMAIL THIS FORM TO customerservice@fei-elcomtech.com

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: (CHECK APPROPRIATE BOX)	CUSTOMER SERVICE OR SALES PERSONS SIGNATURE: _____
(S) SERVICE WARRANTY <input type="checkbox"/>	
(R) REPAIR <input type="checkbox"/>	
(C) CREDIT ONLY <input type="checkbox"/>	
ANALYSIS CHARGE \$ _____	
REPAIR CHARGE \$ _____	

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