



Toll Free: (800) 589-3769

Phone: (407) 321-0722

Fax: (407) 321-0723

RMA & Loaner Unit Policy

****No RMA number is issued. The serial number is used to track the unit****

1) Customers wishing to return units to Sigalarm for any reason must complete a Return Material Authorization (RMA) form before returning the units. This includes both Warranty and Out of Warranty repairs.

2) Fax the completed RMA form to (407) 321-0723. You may obtain a RMA form by visiting our website at www.sigalarminc.com

3) Send unit to **4150 St. Johns Pkwy, Ste 1002 Sanford FL 32771 Attn: Warehouse Service Technician.**

A. Contact Information _____

Company Name: _____ Date _____

Mailing Address _____ City, State, Zip _____

Email: _____ Phone: _____

B. Provide a serial number of unit being returned.

Serial Number _____

C. Type of return; (Warranty Repair, Non Warranty Repair, or Unknown)

D. Description of the Problem

In the case of a unit being returned for repair, a brief description of the problem is required.

Repair Policy:

Sigalarm products will be repaired at Sigalarm or an appointed facility under the following terms and conditions.

Customers must obtain and complete the RMA form per the RMA procedure stated above before returning material to Sigalarm. Customers must either have a purchase order issued by their company and the purchase order number must be included in the completed RMA form or complete the Credit Card authorization below.

The Purchase Order number issued by your organization or CC must be billable for repair charges as required. It is recommended that the purchase order or CC have at least a \$250 approval level. Sigalarm will contact the customer with a description of the problem and the total cost to repair after evaluating the unit.

Please note: The minimum handling charge will be applied to all units returned for out of warranty repair. Repair rates and charges are:

Repair Rates and Charges

Minimum handling charge	\$75 includes up to 1 hour of test and repair time
Additional Test Time	\$100.00 per hour
Materials required	Sigalarm standard cost plus 10%, (misc. shop materials will typically be covered by minimum handling charge)
Repair Turn Around Time	30 days is typical for general repair, exceptions apply

Please provide Purchase order number or credit card information

Purchase Order Number

Credit Card (ex: Visa, Amex)

Credit Card Number

Expiration Date

Billing Zip Code

CID Number

I understand and agree to the above stated terms of service and customer responsibilities.

Authorized Signature

Date

Loaner Unit Policy:

****Only complete this page if you are in need of a loaner unit ****

Sigalarm will issue loaner units under the following terms and conditions.

Customer Responsibilities

All loaner units must be returned within two weeks of receiving repaired units. Failing to do so will result in charges for a new unit at full list price of \$2,000.

All shipping expenses for loaner units will be the customer's responsibility

In the event that a customer requires a loaner unit to use during the repair process please complete E through G.

E. Ship to Address:

Company Name:

Attn:

Mailing Address

City, State, Zip

Email: _____

Phone: _____

F. Shipping account information (UPS preferred). Please indicate shipping preference (ex: overnight, ground):

G. I understand and agree to the above stated terms of service and customer responsibilities.

Authorized Signature

Date