

## Warranty Service Request Form

Customer Information

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact person: \_\_\_\_\_ e-mail: \_\_\_\_\_

Product Information

Model#: \_\_\_\_\_ Serial#: \_\_\_\_\_ Original Purchase Date: \_\_\_\_\_

Please describe the experienced failure with the product (any explanation is helpful, please include a drawing even on an extra page if you consider relevant): \_\_\_\_\_  
\_\_\_\_\_

Options for service:

**Advance replacement:** Please contact RAL before sending a product for advance replacement. You must receive and RMA# from RAL and this number must be indicated on the service form. Any advance replacement will be charged as regular purchase until the replacement defective unit is received by RAL and the analysis of unit proves failure is covered by the warranty terms. If failed unit is not received within 30 days from shipping of replacement unit, the replacement shipment will be considered as regular purchase.

Customer must pay shipping charges for sending back failed unit. If unit is determined to be under warranty terms a credit will be issued to the customer accounts payable for the whole value of advance replacement, including shipping costs.

**Standard replacement or repair:** If unit can be replaced temporarily by another equipment, please use this way of service to send good for analysis and replacement or repair.

**Return:** Please return merchandise only after receiving and RMA# from RAL. Please mention RAL your reason for returning the goods. Restocking fees might be charged.

Please ship the merchandise/goods to the following address:

RAL Communications Corp.  
Attn: RMA department  
3000F Danville Blvd., Unit #300  
Alamo, CA 94507, USA  
(888) 959 3282

RMA#(issued by RAL): \_\_\_\_\_