



How To Obtain An RMA

Return Material Authorization (RMA) numbers can be obtained by completing the attached RMA Request Form and faxing it to the Customer Support Department. This form is for customers or partners providing service on behalf of end-customers who have purchased Virtensys branded products from an authorized partner. Please fill out the form as completely and clearly as possible. We recommend that you make and keep a master copy of the blank form for future RMA requests. Also, please fill out the Failure Reported section to ensure that the most comprehensive repair is performed.

Model Numbers, Part Numbers, and Serial Numbers are on the product label. Some data may be available from the management tools..

New Requests RMA Numbers

Upon receipt of your completed RMA Form, we will verify the Warranty status of each item noted.

If all items are under warranty, we will fax your RMA number promptly. The faxed document will include the address of our Repair Center and additional shipping instructions.

If any of the products are found to be out-of-warranty, a repair quote will be returned to you with a copy of our RMA Order Form. Your RMA number will be issued after we receive your completed RMA Order Form and obtain any required credit approvals. Additional instructions will be included, should you decide to have selected items repaired.

Freight Charges

You will be responsible for returning the product to Virtensys, freight prepaid. Virtensys will then repair the product and return it to you, freight prepaid.

RMA Tax Exempt Policy

Virtensys's policy is to add the applicable local sales taxes (based upon your "ship to" address) to all repair charges. If this repair order should be tax exempt, please include a copy of your tax exempt certificate when returning this RMA form.

Please Note: Requests for a tax credit may incur a \$125.00 administration fee.

No Defect Found

You will be responsible for test and other handling charges for returned products for which no defect was found. Product will be returned, freight paid by you.



RMA Request Form

Date Submitted: _____

RMA REQUESTOR INFORMATION

Virtensys Customer Support
(800) -xxx-xxxx
(503) 210-5183 Phone
(503) 533-5707 fax
e-mail: support@virtensys.com

Requestor: _____

Phone: _____

Fax: _____

BILL TO:

SHIP TO: (SHIP TO same as BILL TO)

Company: _____

Company: _____

Address: _____

Address: _____

Address: _____

Address: _____

City/State: _____

City/State: _____

Contact: _____
(If different than Ship To)

Contact: _____
(If different than Requester noted above)

Phone: _____

Reference PO Number: _____

Line Item	Model Number	Part Number	Serial Number	Date Purchased
1				
2				
3				
4				
5				
6				
7				

NOTE: Virtensys requires the Part Number, Serial Number and date Purchased for all products to be returned. Model and Serial numbers are located on product label. Be sure to record the information from the Bar Code Label and not the packaging.

Line Item	Failure Reported
1	
2	
3	
4	
5	
6	
7	

FAX COMPLETED FORM TO THE ABOVE FAX NUMBER

VIRTENSYS USE ONLY:

RMA Number: _____ Issue Date: _____ Issued By: _____