



RMA Request *Guidelines*

Getting Started

All material returns require an RMA number and form of payment for processing. **Materials returned without an RMA number will NOT be processed.**

Breakdown of
RMA Request
Requirements

RMA Request Requirements

- Complete the online form and submit it. You will be issued an RMA number and a repair cost estimate within one business day of receipt of the form.
- RMA numbers will expire 45 days from date of issue, if no items are returned.
- Only items listed on the RMA form may be returned. Extra items will not be processed.
- Once you have received a RMA number and repair cost estimate, please provide a form of payment.
- **Non-warranty items** will not be accepted or processed with a form of payment. **Please do not ship items prior to providing a valid method of payment.**
- Customers are responsible for insuring the correct method of payment is received. Purchase order information can be submitted to rmarequest@avtec.com. Do not send **credit card payments** via email.
- Follow the packaging and shipping instructions to return the materials to Avtec for repair.

Instructions for
Packaging and
Shipping Returns

Packaging and Shipping

- Please return materials in the original packaging where possible. Please contact us for instructions if the original packaging is not available.
- ESD sensitive devices must be packaged properly in order to maintain a valid Warranty.
- **To ensure the timely processing of your repair:**
 - Verify that all information on the RMA form is correct.
 - Insert a printed copy of the RMA form with the returned materials.
 - Insure a form of payment has been provided for **non-warranty** items.
- Each box must be labeled with the appropriate RMA number.
- **Advance Replacements:** Additional shipping costs may apply for non-contract customers.
- **International Customers:** We are unable to accept any shipments via FedEx Ground
- **Ship the returned materials to:**
Motorola Solutions
Attn: Avtec RMA
2520 Galvin Drive
Elgin, IL 60124