



RMA Request *Guidelines*

Getting Started

All material returns require a RMA number and form of payment for processing. **Materials returned without a RMA number will NOT be processed.** Call **1.800.545.3034 x1201** for assistance.

Breakdown of RMA Request Requirements

RMA Request Requirements

- Complete the online form and submit it. You will be issued a 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 without 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@avtecinc.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 its original packaging where possible. Please contact us for instructions if the original packaging is not available.
- Electrostatic-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:**
Avtec Inc.
100 Innovation Place
Lexington, SC 29072
Attn: RMA #