

SHIP TO :

Digital Systems Engineering Service Center
17491 North 93rd Street
Scottsdale, AZ 85255
Tel: 480.515.1110 x111; Fax: 480.515.0144
E-mail: Service@digitalsys.com



RMA (DSE use): _____

Submit by Email

Save form to desktop before completing:

Close web browser (important)

Return Materials Authorization (RMA) Request Form

INSTRUCTIONS: Save form to desktop > CLOSE WEB BROWSER > Use Adobe Reader or Acrobat to fill form > Save form > Open email application (if not open) > Select Submit by Email button to send to Service@digitalsys.com

- ✓ Complete applicable form fields; Fields in red highlight are required.
- ✓ RMA number will be e-mailed after review of submitted form.
- ✓ Return product to DSE Service Center's 'Ship To' as indicated in top left.
- ✓ **Record RMA number on outside of the return shipping box.**
- ✓ Customer is responsible for freight into DSE Service Center.
- ✓ Allow a minimum of 2 to 3 weeks for repairs and/or return.
- ✓ **Expedite Repair. (\$75 fee)** Evaluated upon receipt; follow-up within (2) business days. Repaired immediately providing part(s) are in inventory. (*Expedite Fee waived if parts need to be ordered*).
- ✓ **Domestic *Warranty Repairs.** RMA returned ground, freight paid. RMA Summary Report and CoC included.
- ✓ **International *Warranty Repairs.** RMA may incur outbound freight. RMA Summary Report and CoC included.
- ✓ **Non-warranty Repairs.** Customer incurs return freight; Prepaid shipping incurs a handling fee. RMA Summary Report and CoC included.
- ✓ **Display Maintenance Package. (\$30-60 fee)** Additional Inspection, Testing and Cleaning Maintenance points are performed; Fee based on display options (see Fee Letter). Depending on fielded conditions, recommended for units (3) years + from build date (see unit S/N label).
- ✓ **Accepted Forms of Payment.** Qualified Purchase Order or Credit Card (MC/VISA; process fee incurred over \$500).
- ✓ **Bench Evaluation, (NW units).** Bench Evaluation Fee (\$85 minimum) is waived if Repairs are made.
- ✓ **Acceptance Test Procedure and Certificate of Compliance Only.** No repairs made; Quoted separately.
- ✓ **Declined Repair.** A Declined Repair incurs a Bench Evaluation Fee (\$85 minimum). No ATP or CoC. Return freight is on Customer's shipper's account; Invoiced Prepaid Freight includes a small handling fee.
- ✓ **Warranty/Non-warranty Repairs with 'No Trouble Found' (NTF) Findings.** A NTF unit may incur a Bench Evaluation Fee (\$85 minimum). Return freight on Customer's shipper's account; Invoiced Prepaid Freight includes a small handling fee.
- ✓ **Failure Cause Analysis Report (FCAR)** Non-warranty units only; \$85 fee for detailed report versus common brief RMA Summary Report.
- ✓ **Storage Fee.** \$45 Storage Fee incurred per RMA if no funding response to Repair Quote Submission within 45 days.
- ✓ **Unclaimed RMAs.** If no Customer response within 90 days, an RMA is considered abandoned; unit will be disposed at DSE's discretion.

Customer Contact Expedite (\$75) Maintenance Pkg FCAR (NW/\$85) **Submit Date** _____

Company _____ **Div.** _____ **PO#** _____

Address _____ **Suite** _____ **City** _____ **State** _____ **Zip** _____

Contact _____ **Email** _____ **Phone** _____

P/N _____ **Customer P/N** _____ **S/N** _____ **Build Date** _____

Description of Problem (Please list specifics)

Return RMA Ship To Same as Customer Contact (above)

Company _____ **Division** _____ *No PO Box Shipments*

Address _____ **Suite** _____ **City** _____ **State** _____ **Zip** _____

Contact _____ **Phone** _____ **Cntry** _____

THE FINE PRINT. *Warranty Status: subject to verification. **Warranty Repairs:** Warranty is for original unexpired warranty period or 90-days (whichever benefits the Customer); **Non-warranty Repairs:** 90-days. **Accepted Forms of Payment:** Qualified Purchase Orders or Credit Card (MC/VISA; Processing Fee over \$500).