



# Return Material Authorization (RMA) Form

This form must accompany your returned unit.  
Use one form per model number and up to 5 items returned.

Return this form and the unit for repair to:

<b>SIRIT Technologies</b> 1321 Valwood Parkway, Suite 620 Carrollton, Texas 75006 (972) 243 7208 ext. 2 Fax (972) 243 8034 Email: <a href="mailto:SiritTechSppt@federalsignal.com">SiritTechSppt@federalsignal.com</a>
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**RMA #**

Obtain from Sirit Customer Service. This number must be displayed on all sides of the shipping box

**Date**

**Customer Information:**

**Return Shipping Address:**

<b>Company:</b>	<input type="text"/>
<b>Address (City, State, Zip Code):</b>	<input type="text"/>
<b>Contact:</b>	<input type="text"/>
<b>Phone:</b>	<input type="text"/>
<b>Fax:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>

<b>Company:</b>	<input type="text"/>
<b>Address (City, State, Zip Code):</b>	<input type="text"/>
<b>Contact:</b>	<input type="text"/>
<b>Phone:</b>	<input type="text"/>
<b>Fax:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>

**Product brought from:** \_\_\_\_\_ **Product Purchase Date:** \_\_\_\_\_

Complete this section if returning product is NOT under warranty:

CUSTOMER P.O. # or Request form if paying by credit card (for repair work)	<input type="text"/>
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Description of Returned Equipment, including Model Number (e.g. ID-Flex Reader)	Serial Number	Reason for equipment return, including a detailed description of failure mode and failure conditions
<input type="text"/>	<input type="text"/>	<input type="text"/>

Is this Product(s) under Warranty?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the Error Log being provided?	Yes <input type="checkbox"/> No <input type="checkbox"/>

**Authorized Signature:**

**Print Name:**

I have read and accepted all terms and conditions of this agreement as set out below.

### Terms and Conditions

- SIRIT's standard warranty is 12 months from original shipping date or otherwise specified. Repair warranty is 90 days regarding its repaired portion.
- Typical repair time is less than 30 days from receipt of product.
- Payment Method (P.O. or Credit Card) is required at time of repair and should include not to exceed authorization amount when product is out of warranty. Estimate repair cost will be given at RMA issue. SIRIT will notify the customer should any single repair be over the amount of \$750 USD, 50% of product's value, or PO limited unless requested above.
- Customers are responsible for all out of warranty repair costs including shipping, taxes and any custom charges.
- There will be a minimum charge of \$150 USD for any RMA failure analysis and/or rework that is not under warranty including shipping.
- UPS Ground is the standard shipping method, upgraded shipping fees will be billed to the customer.