

**REQUEST FOR RMA No.**

**RETURN PRODUCT**

**TO:**

**(Return Material Authorization)  
puting**

**SMART Embedded Com-**

**Phone: (800) 551-1016**

**2900 S. Diablo Dr**

**Suite 190**

**E-Mail: [RMASupport@](mailto:RMASupport@)**

**[Smartembedded.com](http://Smartembedded.com)**

**Tempe, Arizona 85282**

**Attn: RMA #**

For in-warranty repairs, per SMART Embedded Computing standard terms and conditions, SMART EC, at its option, will repair or replace with new, comparable, or refurbished materials, products returned for repair. SMART EC may choose to credit the customer for products that are determined to be un-repairable and for which a replacement is not readily available.

Please email this form to SMART EC at the email address shown above and SMART EC will Email back to you this same form with the RMA number and approximate repair cost if any.

**\*\* Make sure this RMA number is referenced on your shipping label and in Bold characters on the outside of your shipping container.**

**\*\* Approximate repair cost: \_\_\_\_\_**

**Customer Information (To be filled in by customer)**

Company Name: \_\_\_\_\_

**Submitting RMA request on behalf of (Company name):** \_\_\_\_\_

Your Name: \_\_\_\_\_ Your Phone No: \_\_\_\_\_

Purchase Order number **(Required up front for all Repairs):** \_\_\_\_\_

Your Ship-To Address:

Billing Address:

\_\_\_\_\_

\_\_\_\_\_

A technical contact at your company: \_\_\_\_\_

Tel Number and or email address of technical contact: \_\_\_\_\_

**Product Information (Mandatory)**

**(An RMA number will NOT be issued if the information below is not provided or is not valid)**

Part Number: \_\_\_\_\_

Customer Part Number: \_\_\_\_\_

Product Description (Model No.): \_\_\_\_\_

Serial Number: \_\_\_\_\_

Customer Serial Number: \_\_\_\_\_ (Optional)

**If your request is for more than one part a spreadsheet may accompany this form.**

**ERROR DESCRIPTION: (To be filled in by customer).** Please give a complete description of the failure; your OS and application software used when problem occurs and if applicable give system configuration, slot number of failed board and any other relevant information. **This information is MANDATORY; "Does not work" is NOT acceptable.**



**Shipment of returned product should use proper electrostatic discharge precautions; pack the product in a suitable container, including antistatic material and appropriate shipping container, preferably the original packaging.**