



## Nematron



TOTAL CONTROL SOLUTIONS

RMA Number (Office Use Only)

**Bill to:**

Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Country \_\_\_\_\_ Export outside of US? \_\_Y\_\_N  
Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_  
Primary Contact \_\_\_\_\_  
Email \_\_\_\_\_  
RMA PO# \_\_\_\_\_

*or call in credit card info. Required for all non-warranty repairs.*

**Ship to** (Address the product will be shipped to after repair):

Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Country \_\_\_\_\_ Export outside of US? \_\_Y\_\_N  
Phone \_\_\_\_\_ Ext. \_\_\_\_\_ Fax \_\_\_\_\_  
Primary Contact \_\_\_\_\_  
Email \_\_\_\_\_  
User and Password \_\_\_\_\_

*If a password is needed to login, please provide local admin user & password.*

**Reason for Return:**

- Warranty Repair
- Return for Credit (within 30 days of shipment)
- Evaluation (minimum fee applies)
- Out of Warranty Repair (quote provided after full evaluation)

| Assembly No. | Serial No. | Fault/Problem Description |
|--------------|------------|---------------------------|
|              |            |                           |
|              |            |                           |
|              |            |                           |
|              |            |                           |

**Return Procedures:**

- Complete the RMA Form, and submit it by clicking the **Submit** button, emailing it to [customerservice@comarkcorp.com](mailto:customerservice@comarkcorp.com), or faxing it to 508-359-2267. Once we receive the completed form, an RMA number will be issued. The RMA and instructions on returning the product will be emailed or faxed back to you.
- All materials being returned to Comark must be shipped Prepaid, securely packaged, and include a purchase order to process non-warranty repairs. Collect or COD shipments could be refused unless previously authorized by Comark.
- Please reference the RMA number on your paperwork and mark it clearly on the shipping label.
- A repair fee will apply for any product that is returned damaged due to improper packaging during shipment or from misuse.
- Minimum evaluation fee for all non-warranty repairs. This fee will apply if the repair quote is declined, the product is unrepairable or no fault found (product returned as defective and found to be in good working order).
- In-warranty repairs with no fault found could be subject to the evaluation fee.
- Ensure that you have a good backup of any programming the unit requires, as it could be lost in the repair process.

**Policies:**

- Comark will offer repair services on products that are less than 7 years from the original ship date only. Products that are older will need to be replaced by purchasing a new product.
- All items must meet the conditions of the Return Procedures and arrive in good condition.
- The customer is responsible for paying all inbound freight charges for both in-warranty, out of warranty repairs and replacements.
- Comark is not responsible for any damages that occur during shipment due to improper packaging by the customer or improper handling by the return carrier. It is recommended that all shipments be insured.
- If product arrives at the destination damaged due to improper handling, it is the customer's responsibility to initiate a claim with the responsible carrier. Please notify Comark immediately and we will assist the customer in making their claim, providing shipment details as needed.
- For RMA shipments to Comark that arrive damaged, Comark will contact the customer immediately. The customer will be responsible for initiating a claim with their carrier and arranging for inspection. Comark will provide assistance with processing the claim.
- All items being returned for credit/refund must be returned within 30 days of shipment in the original packaging and must be accompanied by the original contents (i.e. cables, software – must be unopened, and manuals, etc.). A 30% restocking fee will be applied for any returns for credit. Missing or damaged contents/components will be deducted from the credit.
- The product warranty is valid from the original date of shipment through the limited time offered by Comark. Warranty exclusions: product misuse, removal of Comark ID labels, modification, improperly maintained, natural disasters.
- Comark is not liable for special, incidental, or consequential damages, including lost profits, down time, goodwill, damage to or replacement of equipment and property.
- Out of Warranty Repairs will be returned to the customer freight collect or prepaid and added to the invoice, with method of shipment specified by the customer upon repair quote approval.
- All warranty repairs will be shipped back to the customer via Ground Freight, no charge, appropriate for the size and weight of the product. Expedited shipping requests will be billed to the customer's freight account.

*These commodities, technology or software shall be exported from the United States in accordance with the Export Administration regulations. Diversion contrary to U.S. Law is prohibited.*