



FACTORY WARRANTY SERVICE REQUEST FORM

Company: _____ RMA # (to be issued by N-Tron): _____
Contact: _____ Phone #: _____
Shipping Address: _____ Email: _____
_____ Distrib./Reseller: _____
_____ Original Purchase Date: _____

In the event you experience a failure with an N-Tron product, please obtain the following information prior to contacting our technical support staff. For faster service please fax a copy of this form directly to N-Tron (251) 342-6353.

Model #: _____ Unit Serial #: _____ MAC: _____
(if the model # includes a -N, -A, 600, 7000, or 9000 Series)

Describe the failure experienced including device connections (attach a sketch of topology if needed):

- STANDARD REPAIR / REPLACEMENT:** Use this option when you are able to use an on-site spare unit temporarily while we perform a failure analysis and repair/replacement of the failed unit. Note: Please allow up to 14 business days for the disposition of the equipment being repaired to be determined.
- ADVANCE REPLACEMENT:** This option will require you to contact your distributor/reseller and have them issue a Purchase Order (PO) for the advance replacement unit. The RMA number must be indicated on all documents submitted to N-Tron, including the distributor's PO. See page 2 for details regarding this procedure.
- UPGRADE:** Use this option when you would like to have your N-Tron product's firmware/hardware upgraded. This option may require you to contact your distributor/reseller and have them issue a Purchase Order (PO) for the upgrade.
- RETURN:** Use this option to request authorization for the return of your N-Tron product. Restocking fees may apply. Please use the space provided above to list the reason for return.
- COMPLETE FAILURE ANALYSIS:** Use this option to request complete failure analysis to be performed down to the component level. Please allow up to 14 business days for analysis after date of receipt. Service Fees may apply.

Ship to: **N-Tron Corp. U.S.A.**
Attn: Repairs>Returns RMA# _____
820 S. University Blvd. Suite 4E
Mobile, AL 36609, USA
Ph.: (251) 342-2164
Fax: (251) 342-6353

ADVANCED REPLACEMENT PROCEDURE

The following Procedure must be followed for Advanced Replacement Option after N-Tron Customer Service has determined that a warranty repair or replacement is required and has issued an RMA number:

- 1) Fill out the attached form as completely as possible and include it with the returned goods.
- 2) Submit a full price Purchase Order for all *advance replacement* units (zero dollar purchase orders will not be accepted). The PO must clearly indicate the N-Tron part number, quantity, price, and shipping method, and reference the advanced replacement RMA #.
- 3) For all warranty failures requiring advanced units, N-Tron will ship the replacement unit via UPS BLUE on our UPS account. When overnight service is required, the PO will need to include the account number to use for freight collect charges.
- 4) The failed unit must be returned within 7 days, once the advance replacement unit is received to avoid invoicing.
- 5) All items being returned for repair or credit must be packaged properly so that no additional damage is incurred during transit.
- 6) When the failed unit is received and determined to be covered under warranty, the credit will be issued to your accounts payable department. This credit will offset the purchase order submitted for the *advance replacement* unit.
- 7) Please allow up to 14 business days for the disposition of the equipment being repaired to be determined.

CUSTOMERS LOCATED OUTSIDE OF THE UNITED STATES

When returning a failed product, please mark all shipping documents as: ***“US MADE GOODS - RETURNED FOR REPAIR”*** This statement will help prevent unnecessary duties from being assessed. Please insure the return shipment based on its actual replacement value. However, it is very important the commercial invoice and Customs documents indicate a declared value less than \$200.00. If the declared value of the package is greater than \$200.00, Customs will charge an extra fee based on the amount declared.

Note: Any expenses incurred due to failing to follow the shipping requirements listed above will result in the charges being invoiced or deducted from the credit issued.