

**\*ALL RETURN FOR CREDITS MUST BE APPROVED BY GEORGE CARPENTER BEFORE SHIPPING.**

INS \_\_\_\_\_ DR \_\_\_\_\_  CH  
TRD \_\_\_\_\_ DS \_\_\_\_\_

**ZENITEL USA, INC. - 6119 CONNECTICUT AVE. - KANSAS CITY, MO 64120 - 800-654-3140**  
**RETURN AUTHORIZATION REQUEST**  
**FAX REQUEST TO: 800-697-6260**

PLEASE TYPE OR PRINT

DATE OF FAX \_\_\_\_\_  
 R.A. # \_\_\_\_\_  
 P.O. # (for repair/freight charges): \_\_\_\_\_  
 SHIPPED TO ZENITEL VIA (Circle One):  
 G or BL or R or FX or FX2 or Other \_\_\_\_\_  
 DATE FAX RETURNED \_\_\_\_\_

- REPAIR
- WARRANTY REPAIR
- OUT OF BOX FAILURE
- RETURN FOR CREDIT
- LOAN / DEMO
- OTHER \_\_\_\_\_

BILL TO:	SHIP TO:
Company: _____ Address: _____  City: _____ State: _____ Zip: _____ Contact Name: _____ Phone: _____ Fax: _____	Company: _____ Address: _____  City: _____ State: _____ Zip: _____ Contact Name: _____ Phone: _____ Fax: _____

ORIGINAL S.O.#: _____	RETURN TO CUSTOMER VIA (Circle One): G or BL or R or FX or FX2 or Other _____
ORIGINAL INVOICE: _____	CUSTOMER SHIPPING ACCT. #: _____
INSTALLATION DATE: _____	
CUSTOMER REF.: _____	

CUSTOMER			ZENITEL SERVICE DEPT.		
QTY.	MODEL	DESCRIPTION / PROBLEM	QTY.	MODEL	RESOLUTION
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC
					CODE DATE: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> RC

- Dealer Checklist:
- RA# on Outside of Carton
  - Packing List Enclosed (copy of this sheet)
  - Date Shipped to Zenitel \_\_\_\_\_

Signed \_\_\_\_\_

## RMA Information

6-16-09

- Fill out the attached RMA form and fax to the number on the sheet. We will respond with an RMA number. Put a copy of the RMA inside the box and write the number on the outside of the box.
- Description of the problem is important if the fault is not obvious. Without such assistance we may miss subtle problems.
- We return goods the same way they come to us. In by air out by air. In by ground out by ground.
- Note that some items, our two and three gang substation for example, cost more to repair than to replace.
- Packing is critical; we get many items that have major shipping damage, especially large face plate substations. These are heavy and need to be very well packed. Shipping damage is not covered under warranty. Extensive shipping damage may result in the need to replace the device. See next:
- We reserve the right to refuse to repair an item if deemed uneconomical to do so. In these cases we believe the time and material cost exceed the cost to buy a replacement device.
- Any circuit board that shows burnt areas as a result of lightning damage will not be repaired.