



RMA Number* (will be provided by Reach): _____

Return Merchandise Authorization (RMA) Form

FAX TO REACH TECHNOLOGY INC. 510-657-5055 OR EMAIL service@reachtech.com

Company Name _____	Contact _____
Phone _____	Email _____
FAX _____	Ship To _____
	Address _____
Date RMA Requested _____	Date RMA Received _____

RETURNED PRODUCT INFORMATION – Please complete this section and return form to Reach Technology (service@reachtech.com or 510-657-5055 FAX). Once this form has been processed by Reach, it will be returned to you with a RMA number.

Reach Part Number	Serial Number	Rev Number	Detailed Description of Problem <small>Please be specific to help us quickly remedy the situation.</small>

* **RMA Authorization and RMA Number** – Authorized returns must be shipped freight prepaid to Reach Technology Inc. (4575 Cushing Parkway, Fremont, CA 94538) with the RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. RMA numbers are valid for 30 days from date of issue.

RMA TERMS AND CONDITIONS

Modifications made to products void the warranty. No merchandise may be returned for credit, exchange or service without prior authorization from Reach. Reach reserves the right in its sole and absolute discretion to charge a 25% restocking fee, plus shipping costs, on any products returned with an RMA. Return freight charges following repair of items under warranty shall be paid by Reach, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

See detailed RMA Terms and Conditions on page two.

Warranty Period, Duration and Charges

Product will be repaired free of charge as outlined in [One Year Limited Hardware Warranty](#) and the [Software License](#) if the hardware is returned within 12 months from ship date to the buyer, and for software when returned within 90 days from ship date to the buyer.

Shipping Costs

Under Warranty: Buyer is responsible for shipping product to Reach's facility for repair. Reach will return product to buyer after repairs are complete at no shipping charge. Reach will use a standard ground carrier for shipping. Any upgrades to method of shipping will be at the buyer's expense.

Non-Warranty: Buyer is responsible for all shipping charges to and from Reach's facility for Non-Warranty repairs.

Repair Costs

Under Warranty: Reach will repair product free of charge. If "No Problem Found" a flat rate of \$75.00 per product will be charged to the buyer.

Non-Warranty: Charges will be determined once product is reviewed and tested. Buyer will be contacted and notified of charges before work is performed. Repairs will proceed once Reach has received approval from Buyer of charges.

Turnaround Time

Under Warranty: Standard turnaround time is two (2) weeks.

Non-Warranty: Standard turnaround time is four (4) weeks.

Return Packaging

All products returned to Reach must be packaged and shipped with caution to insure that they are not damaged during shipment. RMA number must be clearly written on outside of package.

Re-Stocking Fee

A 25% re-stocking fee applies if products are not returned within 10 days of the date they were received.

Product Failure (Non-Warranty Only)

If product cannot be repaired or upgraded by Reach, the buyer will be notified.