



To:	From:
Co.:	Co.: Triatek LLC
Dept.:	Tel: 770-242-1922
Fax #:	Fax #: 770-242-1944
	Date:

Return this completed form to Triatek and the RMA# \_\_\_\_\_ will be faxed back to you.

Company's Billing Information		Shipping Information (NO PO BOXES)	
Attn:		Attn:	
Organization:		Organization:	
Address:		Address:	
Address:		Address:	
City/State/Zip:		City/State/Zip:	
Country:		Country:	
Tel:	Fax:	Tel:	Fax:
Company's Email Address:		Your Email Address:	

Model # / Description	Serial #	Reason For Return (Be Specific)
1.		
2.		
3.		
4.		

List of actions taken by the customer to resolve the problem:

Have any of the above products been exposed to hazardous materials?	*Yes ___	No ___
*If YES, please contact customer service at 770-242-1922 before sending the unit in for repair.		
Are any of these products still under warranty?	Yes ___	No ___

**PAYMENT INFORMATION: Required for submission**

If paying by credit card, state the type of card to be used:	Mastercard ___	VISA ___	AMEX ___
Card Holder Name	Phone #		
Card #	Expiration Date:		

Shipping Method:	1 day ___	2 day ___	3 day ___	Ground ___	UPS ___	FEDEX ___
	Prepay ___	Freight Collect ___	Charge Customer Account #			

Calibration Cost: \$

Calibration & Repair Cost: \$

If paying by purchase order, please supply the PO #:

Please include a copy of this RMA form and if used, your Purchase Order in the box with your equipment you are sending to be repaired.	Ship Equipment To: Triatek 4487 Park Drive, Suite A-2 Norcross, GA 30093 Attn: Stephen Kimani
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Upon receipt of the evaluation, the customer has 21 days to render a disposition for the unit. If there has been no reply during these 21 days, the unit(s) will be automatically returned to the customer "as is" with an invoice for standard "bench charges" and shipping charges. RMA or status updates can be obtained by calling 770-242-1922. Have your RMA number ready when you call.

**RETURN THIS FORM TO 770-242-1944 or email to: service@triatek.com**

**NON-WARRANTY REPAIRS:**

For units that have either exceeded their warranty period or made inoperable due to misuse or negligence, Triatek will inspect/evaluate the unit and advise the customer on the cost and expected time to repair the unit.

- If the customer elects to repair the unit(s), Triatek will apply the inspection/evaluation costs toward the repair(s) and shipping costs. Any additional costs will be billed to the customer.
- If the customer elects to not have the unit repaired, Triatek will return the unit "as-is" and bill the customer for inspection plus shipping costs.

**STANDARD RETURNS:**

Standard returns are defined as products returned to Triatek unopened and in resellable condition.

- The customer will provide Model & Serial Numbers of the unit(s) to be returned.
- Triatek Customer Support will issue a Return Authorization number.
- The unit will be inspected upon return and if the item is not "resellable as is", Triatek will notify the customer and either charge a restocking fee or invoice the customer for the price of the unit plus additional shipping costs.
- Restocking fees (25% of the purchase price assuming the return was not the result of a Triatek error) or return the item(s)

**WARRANTY REPAIR:**

Warranty repair is defined as any repair that is made within the warranty period and due to a manufacturing defect. The warranty period begins from the date the unit is shipped to the customer.

- Units returned with problems which cannot be replicated by Triatek Technicians, or with programming or set-up problems caused by the installer or operator, will be subject to an evaluation charge of up to \$200/unit.
- Upon completion of the repair, units will be returned to the customer via UPS Ground unless specified otherwise.

**ADVANCE REPLACEMENT RETURN AUTHORIZATION:**

Advance Replacement Authorization is provided for units which are within their original warranty period and under the following conditions:

- The customer provides a Model Number and Serial Number for the unit to be returned/replaced.
  - *Failure to provide a serial number will void the remaining warranty on the replacement unit.*
- The customer provides a Purchase Order for an Advance Replacement Unit.
- An RMA number has been issued.
- The customer agrees to ship the defective unit(s) to Triatek within 30 days of the RMA being issued or pay Triatek the full value of the replacement unit.
- Upon receipt of the item(s), full credit will be issued assuming:
  - The unit is complete (with all parts).
  - A physical inspection shows no signs of physical damage.
  - Inspection by a technician confirms the unit is not defective as the result of abuse or improper installation.
- Non-defective units (or units with problems that cannot be replicated by Triatek technicians) will be subject to a restocking fee plus an evaluation charge of up to \$200/unit.

**RESTOCKING FEES:**

Triatek will charge restocking fees for items returned and not suitable for resale or found not to be defective or for items incorrectly ordered. Returns for incorrectly shipped items will **not** be subject to restocking fees. Restocking fees will equate to 25% of the purchase price of the unit.