

**Replacement Policy:**

Products purchased through eLutions and under warranty\* may be returned for replacement by following these steps:

1. Contact eLutions' Customer Service at 1-888-349-4338 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA forms can be obtained by:

- Website: [www.elutions.com/wireless](http://www.elutions.com/wireless)
- Contacting Customer Service at 888-349-4338



## Return Material Authorization (RMA) Form

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**RMA No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_  
 (Obtained from eLutions' Customer Service)

*\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).*

Qty	Part Number	Description	Reason for Return	Serial # (Modem Only)	Order Number	Order Date

**Shipping Instructions:**

1. The bottom of the original packing slip contains eLutions' returns address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:  
*eLutions, Inc.*  
*ATTN: Replacement Dept.*  
*1300 E. 8<sup>th</sup> Avenue*  
*Suite 200*  
*Tampa, FL 33605*

*Shipments received by eLutions without an RMA number will be refused.*

*Sample Address Label with RMA number*

John Smith XYZ Corporation 123 Main Street	<b>RMA#: 123456</b>
eLutions, Inc. ATTN: Replacement Dept. 1300 E. 8 <sup>th</sup> Avenue Suite 200 Tampa, FL 33605	

*Use this space for additional Comments:*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_