# abaco
S Y S T E M S

## RMA REQUEST AND RETURN FORM

RMA NUMBER:

Instructions:

1. Please complete this form to request an RMA (Return Material Authorization) number and return to:

   E-mail: **repairs@abaco.com**       Phone:  1-256-382-0444

   Phone: 1-877-429-1553

   International Phone:  Country Code  + 1(780) 420-2010

   - Fast and successful turnaround of repairs depends on good quality customer failure data
   - If the form and product(s) are returned without an RMA number, the product may be returned without processing
   - Please refer to the Abaco Systems Repair and Replacement Policy link below for all repair inquiries

   http://www.abaco.com/sites/default/files/userfiles/files/Abaco%20Systems%20Repair%20and%20Replace%20Policy-Nov%202015.pdf

## Section A – Company Information

| | |
|---|---|
| Company Name: | |
| Billing Address: | |
| City, State, Zip Code: | |
| Shipping Address (if different from above): | |
| City, State, Zip Code: | |
| Administrative Point of Contact (Name, Title): | |

| Phone:: | FAX: | E-Mail: |
|---|---|---|
| | | |

Technical Point of Contact (Name, Title if different from above):

| Phone:: | FAX: | E-Mail: |
|---|---|---|
| | | |

## Section B – Product Information

Is product being returned for Credit only?  (Must Be Approved Prior To Return)   YES / NO

**MANDATORY: If Product is ITAR-controlled, provide USML Category:**          **OR if EAR, provide ECCN:**

Do you require your product to remain at the same revision?   YES / NO

Is product DPAS rated?    YES / NO              If YES, what is the rating?

| Part/Model # | Serial # | CUSTOMER PN | PO # | FAILURE REPORTED (use Section D if needed) |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

## Section C – Shipping Information

Packaging and Shipping Instructions:
1.   RMA products should be shipped to:

Abaco Systems
Address To Be Provided by RMA Coordinator
2.   All electronic items should be packaged to prevent Electrostatic Discharge damage (ESD) using ANSI/ESD S20.20.
Please use original Abaco Systems packaging if possible.

## Section D – Product Operationally Defective

Was product functional upon arrival?   YES / NO
Will product boot properly?   YES / NO / N/A
Are multiple Serial Numbers of the same Part Number exhibiting similar problem(s)?  YES / NO

**Has Abaco Systems Technical Support been contacted to report problem?  YES / NO**
**If YES, please list Technical Support Case #:**

Have there been any customer-performed modifications to product hardware or software?   YES / NO
If YES, please explain:

Is the problem typically observed at:  (Please Write All That Apply)
High Temperature / Low Temperature / Nominal Temperature / Temperature Transitions / Unknown

Has there  been  any ITAR-controlled technical data  loaded onto the product?  YES / NO
If YES, please  explain and identify USML Category

Briefly explain any installation, testing or troubleshooting procedures your company performed prior to product return (Environmental Stress Screening (ESS) testing, putting product into an identical or separate system, substituting cables or power supply, etc.):  Please note, the more failure data supplied (for example console logs), the greater likelihood of reproducing the failure and therefore faster turnaround of your product.