Return Material Authorization (RMA) Request & Return Form

Instructions: Please complete **Sections A, B, C, & D** and e-mail to your contact or abaco.repairs@ametek.com After approval, a returns representative will process your request and issue an RMA number and return address.

- Fast and successful turnaround of repairs depends on good quality customer failure data
- If product(s) are returned without an RMA number, they may be returned without processing
- For more information, please refer to the Abaco RMA Policy at http://www.abaco.com/support

Support Ticket: | Before RMA, it is recommended to contact support team at abaco.support@ametek.com

RMA number, commit date, and return address will be issued only after your initial request is processed and approved

RMA Number(s): (Populated by Abaco)	Return Address: (Populated by Abaco)
RMA Commitment from date of receipt:	Please clearly indicate RMA number on outside of package

PLEASE NOTE – Client must provide a funded PO within 7 days of reception or item(s) will be returned unrepaired.

Section A – Client Billing & Shipping Information

Billing Information

Company Name:	
Billing Address 1:	
Billing Address 2:	
City, State, Zip Code:	
Billing Contact Name:	Title:
Phone:	Email:

Shipping Information (if address or contact is different from billing)

Company Name:	
Shipping Address 1:	
Shipping Address 2:	
City, State, Zip Code:	
Shipping Contact Name:	Title:
Phone:	Email:

Client serves as the importer of record; include return shipping information.

Expediter:	Carrier:	Account:

Section B – Compliance & Control Information

Abaco cannot process an RMA with incomplete compliance Information

Are **ANY** contents **ITAR** controlled?	US Munitions List Category:
Has there been **ANY ITAR** controlled technical data, or otherwise modification of software?	
Has there been **ANY ITAR** controlled modification to product hardware ?	
If yes, please explain:	

Are **ANY** products **DPAS** rated?	Rating:	Program ID:
EAR Export Control Classification Number:		
Is the part subject to a Technical Assistance Agreement:	TAA Number:	

If this is a copy, unless otherwise specified, it is controlled. You must verify the revision before use.

Section C – Product & Technical Information

Technical Contact Name:			Title:	
Phone:		Email:		

Abaco Part/Model	Abaco Unique ID (Equipment # or Serial #)	Customer Part #	Repair PO #

Do you require product(s) to remain at the same revision?

Section D – Failure Information

Was product functional upon delivery?		Will product boot properly?

The problem typically observed (Please select all that apply)

High Temp:	Low Temp:	Ambient Temp:	Transitions: Low -> High:	Transitions: Low -> High

Briefly explain any installation, testing or troubleshooting procedures performed.

(Environmental Stress Screening (ESS) testing, putting product into an identical or separate system, substituting cables or power supply, etc.)

PLEASE NOTE: the failure data supplied increases the likelihood of reproducing the failure and therefore faster turnaround of your product.

By submitting this form, Requester has reviewed and agreed to Abaco Systems RMA terms and conditions

Printed Name		Date	