



# RETURN MATERIAL AUTHORIZATION FORM

RMA# \_\_\_\_\_ DATE: \_\_\_\_\_

A return material authorization form with RMA number must accompany all returns and repairs. Please call our Customer Service Department at +1(970)667-1000 option (3) for your RMA number.

Return my equipment to me at:

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

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

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

My daytime phone number including area code is: \_\_\_\_\_ My email address is: \_\_\_\_\_

I am returning the following part(s) for repair:

QUANTITY	ITEM	PROBLEM
_____	_____	_____
_____	_____	_____
_____	_____	_____

*Attention: Please return the corresponding power supply for each unit being repaired so that it may be checked for proper output operation.*

I would like my repair returned to me by (date):  
\_\_\_\_\_ (ASAP is not specific enough)

I would like expedited service \_\_\_ \$100.00 (6 - 10 business days) \_\_\_ \$200.00 (1 - 5 business days)

Customer will pay return shipping. A minimum diagnostic charge will apply to all returns. Please allow 7 to 14 days repair processing time and 5 to 7 business days for regular return shipping. Second day or overnight shipping is available at an additional charge.

VISA MC AMEX DISCOVER (Circle one)

# \_\_\_\_\_ Exp. Date \_\_\_\_\_ CVV Code: \_\_\_\_\_

\*Include the name on the credit card if different than billing \_\_\_\_\_

Check enclosed for \$ \_\_\_\_\_ Purchase Order Enclosed \_\_\_\_\_ Return to me COD \_\_\_ Contact me with Repair Charges \_\_\_

When your repair is returned to you, please open and inspect immediately. We provide a 90-day warranty on all repairs.

Billing Address:  
Name: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**RETURN THIS FORM WITH YOUR EQUIPMENT TO:**  
Colorado Time Systems  
Attn: Customer Service 1551 East 11<sup>th</sup> Street  
Loveland, CO 80537

**PLEASE INCLUDE RMA# ON BOX**

All new items being returned for credit must be in the original packaging, unmarked and undamaged. All manuals, cables, and accessories must be returned with this form and RMA number. A 25% restocking fee will be charged when credit is given on returned items.

Additional information or comments: