

Repair and Return Authorization Request

Request date: _____

Please select the type of RMA you are requesting

Repair

Warranty Repair

Return for Credit

P.O. #: _____
(required for repair / freight charges)

Original P.O.#: _____
(required for return)

Bill To

Company Name _____

Company Address _____

City State Zip _____

Contact Name _____

Contact Phone _____

Account Number _____

Contact Email Address _____

Ship To

Residential

Company Name _____

Company Address _____

City State Zip _____

Contact Name _____

Delivery phone number _____

FedEx Return to customer via:

Ground

2nd Day

3rd Day

ND Air

Customer shipping account number: _____

NOTE: Warranty Repair(s) shipped from Zenitel USA HQ are provided at No Charge FedEx Ground shipping only.

End User Name, City, State: _____

| | |
|------------------------------------|-----------|
| 1. Part number / description _____ | S/N _____ |
| Detailed Description of Problem: | |
| Tech Support Case #: | |
| 2. Part number / description _____ | S/N _____ |
| Detailed Description of Problem: | |
| Tech Support Case #: | |
| 3. Part number / description _____ | S/N _____ |
| Detailed Description of Problem: | |
| Tech Support Case #: | |
| 4. Part number / description _____ | S/N _____ |
| Detailed Description of Problem: | |
| Tech Support Case #: | |

BECAUSE

when communication is critical.