



RMA Number\* (will be provided by Reach): \_\_\_\_\_

## Return Merchandise Authorization (RMA) Form

FAX TO REACH TECHNOLOGY 408-754-4266 OR EMAIL [service@reachtech.com](mailto:service@reachtech.com)  
 Note: Reach Technology is now a part of [Novanta](#) Corporation.

|  |                                  |  |
|--|----------------------------------|--|
| <b>Company Name:</b> _____                         | <b>Date RMA Requested:</b> _____ | <b>Date RMA Received:</b> _____        |
| <b>RMA Contact:</b> _____                          | <b>Phone:</b> _____              | <b>Email:</b> _____                    |
| <b>Technical Contact to Discuss Problem:</b> _____ | <b>Phone:</b> _____              | <b>Email:</b> _____                    |
| <b>Ship To Address:</b> _____                      |                                  | <b>Ship to City, State, ZIP:</b> _____ |

**RETURNED PRODUCT INFORMATION** – Please complete this section and return form to Reach Technology ([service@reachtech.com](mailto:service@reachtech.com) or 408-754-4266 FAX). Once this form has been processed by Reach, it will be returned to you with a RMA number. Questions? Call 408-754-4176 x290.

**Please be as specific about the problem you are having as possible in the table below.**

| Reach Part Number | Serial Number | Rev Number | Detailed Description of Problem |
|-------------------|---------------|------------|---------------------------------|
|                   |               |            |                                 |
|                   |               |            |                                 |
|                   |               |            |                                 |
|                   |               |            |                                 |
|                   |               |            |                                 |

**\* RMA Authorization and RMA Number** – Authorized returns must be shipped freight prepaid to Reach Technology (5750 Hellyer Ave, San Jose, CA 95138) with the RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. RMA numbers are valid for 30 days from the date of issue.

## **RMA TERMS AND CONDITIONS**

No merchandise may be returned for credit, exchange or service without prior authorization from Reach. Reach reserves the right in its sole and absolute discretion to charge a 25% restocking fee, plus shipping costs, on any products returned for credit under an RMA.

### **Warranty Period, Duration and Charges**

The product will be repaired free of charge as outlined in [One Year Limited Hardware Warranty](#) and the [Software License](#) if the hardware is returned within 12 months from ship date to the buyer, and for software when returned within 90 days from ship date to the buyer. Any modifications made to products void the warranty.

### **Shipping Costs**

Buyer is responsible for shipping product to Reach for credit, exchange, or repair. Reach will repair the product and return it using standard ground carrier within the continental United States. Any upgrades to the method of return shipping will be at the buyer's expense.

### **Repair Costs**

A minimum charge of \$50 may apply for checkout and testing if no other problems are found.

Under Warranty: Reach will repair the product free of charge and return product using a standard ground carrier for shipping. If "No Problem Found," a minimum charge of \$50 per item may be charged to the buyer.

Non-Warranty: Non-warranty repairs will be charged under our Flat Rate Program (see rates on Page 3). Rates are based on model. Flat Rate amounts include return freight via ground service. Any upgrades to the method of return shipping will be at the buyer's expense. All out of warranty repairs will have a 90-day warranty on the repaired part(s) only.

Prepayment is required for us to process all non-warranty flat rate repairs. Please include valid credit card information or purchase order number (companies with terms) with your equipment.

### **Authorization to Repair**

Acceptance of the RMA number and return of the equipment is your authorization to repair or replace the items. Companies without credit terms with Reach will need to supply Credit Card information to Reach before repairs are started.

### **Turnaround Time**

For items being returned for repair, upon receipt of your returned items, we will evaluate and repair the product within ten business days. The items will then be returned to you. Debits against your account for these items are not permitted.

### **Return Packaging**

All products returned to Reach must be packaged and shipped with caution to ensure that they are not damaged during shipment. RMA number must be clearly written on outside of the package.

### **Re-Stocking Fee**

A 25% re-stocking fee applies if products are not returned within ten days of the date they were received.

### **Product Failure (Non-Warranty Only)**

If the product cannot be repaired or upgraded by Reach, the buyer will be notified.

Reach reserves the right to repair or replace the product with new or refurbished equipment.

## Flat Rate Program

For models not shown, contact Customer Service ([service@reachtech.com](mailto:service@reachtech.com), 408-754-4176 x290) for current service/support status.

| <b>Products</b>    | <b>Repair</b> | <b>No Problem Found<sup>1</sup></b> |
|--------------------|---------------|-------------------------------------|
| <b>PoE3 series</b> |               |                                     |
| Line card          | \$250         | \$50                                |
| Complete unit      | \$450         | \$50                                |

|                    |       |      |
|--------------------|-------|------|
| <b>PoE4 series</b> |       |      |
| Line card          | \$295 | \$50 |
| Complete unit      | \$495 | \$50 |

|                    |       |      |
|--------------------|-------|------|
| <b>PoE5 series</b> |       |      |
| Line card          | \$295 | \$50 |
| Complete unit      | \$495 | \$50 |

<sup>1</sup> Units determined to be No Problem Found may be subject to a minimum charge of \$50.

Rates effective October 1, 2018