



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

## Return Merchandise Authorization (RMA) Form

*EMAIL this form to [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)). Once this form has been processed by Reach, it will be returned to you with a RMA number. Questions? Call 503-675-6464 x2.

**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 (4600 Campus Place, Mukilteo, WA 98275) 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.

### **Return Packaging**

All products returned to Reach must be packaged and shipped with caution to ensure that they are not damaged during shipment. Shipping damage may be deducted from credit amount on credit returns. RMA number must be clearly written on outside of the package.

Reach Technology will not attempt repair of the following issues:

1. Water damage
2. Damage from unauthorized repair, modifications or misuse
3. Units damaged beyond repair

At our discretion, we may exchange your product with a factory refurbished or new product.

Ground service return shipping included within the continental United States.

### **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**

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). Flat Rate amounts include return freight via ground service. Any upgrades to method of return shipping will be at the buyer's expense. All out of warranty repairs will have a 90 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.

A minimum charge applies for checkout and testing if no other problems are found. See page three for details.

## Flat Rate Program

Products		Repair	No Problem Found
<b>SLCD43</b>			
	4.3"	\$95	\$50
<b>SLCD5+</b>			
	5.7"	\$150	\$50
	7.0"	\$150	\$50
	8.4"	\$190	\$50
	10.4"	\$190	\$50
	12.1"	\$190	\$50
<b>SLCD6</b>			
	5.7"	\$135	\$50
<b>G2C1</b>			
	4.3"	\$120	\$50
<b>G2C1-L</b>			
	4.3"	\$95	\$50
<b>G2H2</b>			
	5.7"	\$195	\$50
	7.0"	\$195	\$50
	10.1"	\$235	\$50
<b>PoE Test Products</b>			
Line Cards		\$195	\$95
Complete Unit		\$625	\$250

For models not shown, contact Customer Service ([service@reachtech.com](mailto:service@reachtech.com), 503-675-6464 x2) for current service/support status.

Rates effective April 12, 2019