

**RETURNED MATERIAL AUTHORIZATION FORM (RMA)-RENTAL ONLY**

**Customer Information:**

<b>Customer Name:</b> _____	<b>Company Name:</b> _____
<b>Return Address:</b> _____	
<b>City:</b> _____	<b>State and Zip code:</b> _____
<b>Phone:</b> _____	<b>Invoice #</b> _____

**RMA Information:**

<b>RMA#</b> (use invoice#) _____	<b>Date of RMA:</b> _____	<b>Agents Name:</b> _____
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**Equipment Information:**

<b>Model Type:</b> _____
<b>Manufacturer Imei#:</b> _____ <b>Satellite#:</b> _____
<b>Problem Description:</b> _____
<input type="checkbox"/> Sending in for Exchange or Credit <input type="checkbox"/> Sending in for Refund

**Determination of Damaged or Malfunctioning Equipment:**

Upon the return of the damaged or malfunctioning equipment, it will be sent to the Service and repair Department where it will be assessed in determining the nature of the problem and if there will be any refund or credit. Please allow 1-2 weeks for all assessments. Any refunds take 72 hours from the completion of the assessment, and customer will be notified of all conclusions through phone, or email.

If the equipment is determined to be of user error then SPS can charge up to \$130.00 for evaluation/damage assessment fees plus shipping cost to and from repair center can also be applied per item. An additional cost can be added to customer if the equipment is in need of repair/replacement due to user error. All the responsibilities of customer for rental equipment is noted on rental agreement, and on the paperwork that is received with the equipment.

The signing of this form indicates that all terms and conditions have been read according to the satellite phone store rental agreement, and customer agrees to have agent to evaluate all parts/equipment noted on this sheet as being defective and it is his/her duty to make sure the part(s) are accounted for, defective or not The customer needs to put the RMA# or Invoice# on the outside of any package shipped back to SPS.

For all equipment, the customer is responsible for costs for any repair work that may need to be performed that is due to user error or failure to meet the agreement from all rental forms or terms and conditions or rental agreement.

\_\_\_\_\_  
Customer Signature (Authorizing Evaluation)

\_\_\_\_\_  
Date