

ELECTRONIC SOLUTIONS, INC

28271 Cedar Park Blvd. ● Perrysburg, OH 43551
Phone: (419)-666-4700 ● Fax: (419)-666-4702

Request for RMA Number

Returns for Credit

- Must be within 60 days following shipment.
- Returned undamaged and in the original packaging with documentation if applicable. Stocking box must be adequately packed in a larger packing box to protect it from shipping damage.
- A 20% of list price restocking fee will be applied, with the exception of evaluation units.

Warranty Repairs

- Interface Converters carry a 5 year warranty. All other ESI products carry a 2 year warranty.
- Under the warranty, ESI has the option to replace or repair, free of charge, any component part of such product.
- If your product is found to be free of defect, (NDF) you will be charged the minimum labor charge for the product.
- ESI will ship the product back to you free of charge UPS Ground.

Non-Warranty Repairs

- All repairs not under warranty will be charged labor to repair the product (minimum labor charges apply) plus parts to repair the product.
- The customer will be charged for the shipping charges. Shipments are usually made via UPS Ground.

Labor Charges

- Rate: \$60.00 per hour
- IOPlaxer (any type) two hour minimum charge
- BaudMaster ½ hour minimum charge

**Please fill out this section completely and fax to ESI at 419-666-4702.
ESI will then provide you with an RMA Number.**

Date: _____

Company: _____

Fax: _____

Contact: _____

Spoke with tech support? Yes No

Product: _____

Serial Number: _____

Original PO # (if a credit return):

Detailed Description of the Problem:

Please Note if RUSH Yes No

Bill to Address (if applicable)

Ship to Address

PO # for repair charges _____

Notes:

- An RMA Number will not be issued unless this section is completely filled out.
- Any product shipped back for repair or return must be packaged sufficiently to protect it from shipping damage