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Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below.

Return the completed form to warranty@firelinx.com. You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to Firelinx Ltd will be provided once the RMA is issued.

Complete RMA details are described on Page 2 of this form.

Name:	
Address:	
Phone:	Fax:
Email:	
Invoice No:	

Return Shipping Address

Please provide specific shipping instructions for this order. If you do not provide shipping instructions, we will ship the order BEST WAY, prepaid, and add the shipping charges to your invoice.

Name:	
Street Address:	
City, State, Postal Code:	
Country:	
Shipping Carrier:	Collect Account Number:
Special Shipping Instructions:	

Product Information

<input type="checkbox"/> Warranty	<input type="checkbox"/> Non-warranty	<input type="checkbox"/> Unknown
Model Number:		
Serial Number:	Date of Purchase:	
Reason for Return or Description of Problem:		

Product Returns for “Warranty” Determination

Firelinx Ltd will test the product according to the description of the problem listed on Page 1 of the RMA request form. After Firelinx’s evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on Page 1 of the of the RMA request form, the product will be repaired under warranty at no charge and shipped, prepaid, back to the customer. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no identifiable problem we reserve the right to charge for testing and return delivery. Warranty repairs do not extend the original warranty period.

No Warranty Credits or Exchanges for:

- Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Any item damaged in shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Returned items with a different serial number from what was authorized for return.
- Returned items that were special ordered or custom configured.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

For any product returned to Firelinx Ltd for reasons other than warranty, a 20% restocking fee and round-trip shipping costs will be deducted from the credit refund. All returned items must be in their original box or crating and must include all packing material, manuals, and accessories.

Please take care to package your return carefully. Firelinx Ltd is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

If the customer desires an expedited method of return, the product will be shipped collect.

Product Returns for “Non-Warranty” Determination

After Firelinx’s evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.

At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return freight, or authorize the product to be shipped back as is, at the customer’s expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as is, at the customer’s expense. Repair work is warranted for ninety (90) days from date of shipment.

Please take care to package your return carefully. Firelinx Ltd is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

By submitting this RMA form, I agree to the terms and conditions set forth on this form.