



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.

You will be notified via email with an RMA number if your return request has been approved. Shipping information for sending the unit to Firelinx Limited will be provided once the RMA number is issued. If you have questions or concerns, please email warranty@firelinx.com.

Please complete RMA details below:

Product Information:

Email:

Warranty

Model #

Reason for return or description of problem:

Non-warranty

Serial #

Unknown

Invoice #

Date of purchase

CUSTOMER INFORMATION/RETURN SHIPPING ADDRESS

Shipping Address:

Full Name

Contact #

PRODUCT RETURNS FOR "WARRANTY" DETERMINATION

Firelinx will test the product according to the description of the problem listed above. After Firelinx's evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is found to be covered under warranty, the product will be repaired under warranty at no charge and shipped back to the customer. If the description of the problem is found to be different from above, determined to not be covered under warranty, 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, customer's abuse, neglect or failure to operate in accordance with instructions provided in the user's manual supplied
- Returned items that failed due to incorrect power voltage or improper wiring
- Any item damaged in shipment
- Any product failure resulting from improper use
- 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
- Special order or custom configured products will be analyzed on a case-by-case basis
- 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. Please save the merchandise, including the original box and packing, and arrange for a carrier inspection of the damaged merchandise

Please package your return carefully. Firelinx is not responsible for damaged or lost products caused by shipping. Please insure the return shipment with the freight carrier for the original value of all items being returned. 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, please contact Firelinx immediately after completing this form at (833) 347-3569.

Product Returns for "Non-Warranty" Determination

After Firelinx's evaluation, the customer shall be notified of the repair cost. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery. If the customer would like to proceed with the repair, they must issue a written confirmation, agree to cover the costs of the repair work and return freight. Repair work is guaranteed for six (6) months from date of return shipment.

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

Signature

Date: