

		<b>Return Material Authorization (RMA) Form</b>		RMA No: <u>  6  </u>	
<b>Products: Qty - Model #</b>		<b>Customer:</b>		<b>Date:</b> _____, 2001	
		<b>Contact:</b>		<b>Customer PO#:</b>	
		<b>Address:</b>		<b>Our Invoice #:</b>	
				<b>Our Order #:</b>	
<b>Originator:</b>		<b>Tel:</b>		<b>GL Acct #:</b>	
<b>Reason for the Return( circle one)</b> Field Failure (FAILURE) Order in Error (ORD/ERROR) Sales DEMO / EVAL Unit Return Factory Upgrade. Refurbishment (REFUB) Shipment Error (SHIPERROR) Stock rotation(STOCKROT) Other _____ Out of Warranty Repair (OUT/WARRANTY)			<b>Customer Service Priority</b> Repair in 2 days • 5 days • 2 weeks Unit to be Replaced w/ a new unit Loaner Unit to be sent prior to the return Return for Credit or Refund		<b>OEM turn around Requirement</b> • • •
			<b>Repair Results:</b> Confirmed Failure, Unit Repaired and Tested Failure not Confirmed, System Test Performed <b>RETESTED BY</b> _____		
DATE Rec'd _____ Material entered to stock location _____				<b>Received Condition:</b> Cosmetics  HWD Rev. _____ Serial # _____ unit rev. _____ other _____	
<b>Failure Description:</b> (Nature of Failure, Configuration, DIP switch Setting, etc)					
<b>Failure Analysis/Corrective Action:</b> (List by Part # and Ref. #, any ECOs that have been added)					
<div style="border: 1px solid black; padding: 5px;"> <b>Fault Codes (circle)</b>  manuf. assembly .. ass'ydef  Solder defect ... sht/open  component failure ..comp  cosmetic ..cos  No problem found ...npf  set-up / configuration ..set-up  shipment damage ... shipdamage  known software bug ...softwr  software config. set wrong  ..soft.conf.  power supply .... pwr </div>					
<b>Disposition in Manufacturing</b> Repair and Return to Customer Repair and Return to location _____ Scrap <b>Disposition in Finance</b> artr3C.M.# _____ Date: _____ GL Transaction # _____			<b>Repair Cost Disposition</b> No Action Credit Amount\$ Re-Bill Amount\$ Bill Repair To Customer Amount\$ Warrantee Repair/Upgrade		
<b>Completion Date:</b>			<b>By:</b>		