



Return Material Authorization (RMA) Request & Return Form

Instructions: Please complete **Sections A, B, C & D** and e-mail to your support contact or repairs@abaco.com. After approval, a returns representative will process your request and issue an RMA number and return address.

- Fast and successful turnaround of repairs depends on good quality customer failure data
- If product(s) are returned without an RMA number, they may be returned without processing
- For more information, please refer to the Abaco RMA Policy at <http://www.abaco.com/support>

Support Ticket: Before RMA, it is recommended to contact the support team at support@abaco.com

RMA number, commit date, and return address will be issued only after your initial request is processed and approved

RMA Number(s): (Populated by Abaco)	Return Address: (Populated by Abaco)
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RMA Commitment from date of receipt:	Please clearly indicate RMA number on outside of package
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Section A – Client Billing & Shipping Information

Billing Information

Company Name:	
Billing Address 1:	
Billing Address 2:	
City, State, Zip Code:	
Billing Contact Name:	Title:
Phone:	Email:

Shipping Information (if address or contact is different from billing)

Company Name:	
Shipping Address 1:	
Shipping Address 2:	
City, State, Zip Code:	
Shipping Contact Name:	Title:
Phone:	Email:

If this is an out-of-warranty request, please provide return shipping information & purchase order

Repair PO:	Carrier:	Account:
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PLEASE NOTE – Client must provide a funded PO within 7 days of reception or item(s) will be returned unrepaired

Section B – Compliance & Control Information

Abaco cannot process an RMA with incomplete compliance information

Are ANY contents ITAR controlled?	US Munitions List Category:
Has there been ANY ITAR controlled technical data, or otherwise modification of software?	
Has there been ANY ITAR controlled modification to product hardware ?	
If yes, please explain:	

Are ANY products DPAS rated?	Rating:	Program ID:
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EAR Export Control Classification Number:

Is the part subject to a Technical Assistance Agreement:	TAA Number:
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Section C – Product & Technical Information

Technical Contact Name:		Title:	
Phone:		Email:	
Abaco Part/Model	Abaco Unique ID (Equipment # or Serial #)	Customer Part #	Original PO #

Do you require product(s) to remain at the same revision?

Section D – Failure Information

Was product functional upon delivery?		Will product boot properly?	
The problem typically observed (Please select all that apply)			
High Temp:	Low Temp:	Ambient Temp:	Transitions: Low -> High: Transitions: Low -> High
Briefly explain any installation, testing or troubleshooting procedures performed. (Environmental Stress Screening (ESS) testing, putting product into an identical or separate system, substituting cables or power supply, etc.) PLEASE NOTE: the failure data supplied increases the likelihood of reproducing the failure and therefore faster turnaround of your product.			

SHIPPING AND PACKING. Inbound shipping charges to Abaco, including associated taxes, duties, tariffs, etc., shall be paid by the Customer. For In-Warranty repairs, return (outbound from Abaco) shipping charges shall be paid by Abaco to the Customer’s destination. For Out-of-Warranty repairs, return (outbound from Abaco) shipping charges shall be paid by the Customer. The type of packaging used to ship the product depends on whether the product is shipped singly, in a chassis, or packaged with other products. The Customer shall utilize the same (or equivalent) protective packaging container for reshipment as was provided by Abaco. Approved ESD procedures are essential when handling Abaco products. Failure to utilize proper packaging materials and/or approved ESD procedures may result in the voiding of any applicable warranty and/or a delay in the processing of the return.

By submitting this form, Requester has reviewed and agreed to Abaco Systems RMA terms and conditions

Printed Name	Date
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