

RMA Request Form

Fax +1 503 218 9792 or email (support@eutecticsinc.com) your RMA Request
Requests are completed between 9am – 5:30pm. Monday to Friday

Send Returns to: RMA Returns Department, 343 Passaic Ave, Fairfield NJ 07004
PLEASE INCLUDE THIS FORM INSIDE THE RMA RETURN BOX!

RMA Details – CALL or EMAIL Support to receive your RMA Number – no returns accepted without an RMA

RMA Number

Product Details

Product Details

Product Number

Reason for Return

Contact Details

Company Name

Contact Name

Contact E-Mail

Contact Phone

Return Address

Return Policy/Packing Details

- All Eutectics products come with a two (2) YEAR post RETAIL SALE warranty.
- ALL materials – including original packaging, manuals, cables etc. – **MUST** be returned with the unit.
- Attempted repair or alteration of the goods as supplied by the company, by another party **immediately** invalidates the warranty offered.
- Faults incurred by abuse of the product (as defined by the company) is not covered by the warranty.
- Goods must be received within **15 days** of the RMA number being issued.
- **Warranty void** on goods with physical damage (E.g. severe scratches, dents)
- A no fault found fee may be charged for any product returned as faulty, which is subsequently tested by Eutectics as no fault found.
- Please remember to wrap goods properly prior to shipping. Packaging cartons are **REQUIRED** – goods **may not be** shipped without adequate packing/cartons or they will be refused.
- Use a box large enough to accommodate the size of the device. As an example, we recommend a minimum of two inches of insulation around a returned unit.
- Pack securely with foam, bubble wrap, or crumpled-up newspaper so the device will not move from the middle of the box.
- **The RMA number must be clearly written on the outside of the packaging.**
- **Return your RMA goods using an INSURED – TRACK-ABLE Courier (e.g. UPS, USPS etc.) to the below address. Deliveries can be made between Monday – Friday, 9am – 4:30pm**