



Organization: _____

RMA# _____ DATE: _____

A Return Material Authorization Number must be obtained for all returns and repairs.

Please call our Customer Service Department at **(970)667-1000 option (3)** to discuss your repair options and obtain your number.

A minimum diagnostic charge will apply for repairs and this will be discussed when your RMA is assigned.

Point of Contact _____ Phone _____

Email: _____

Shipping Address: _____

City: _____ State: _____ Zip _____

I am returning the following part(s):

QTY	PART #	S/N	DESCRIBE PROBLEM
_____	_____	_____	_____
_____	_____	_____	_____

Please return the corresponding power supply for each unit being repaired.

Please include an additional sheet if more items are being returned

Billing (if different than above)

Organization: _____

Shipping Address: _____

City: _____ State: _____ Zip _____

Phone: _____

- Contact me for authorization and payment _____
- I would like my repair returned to me by (date): _____ (please be specific)
- I would like expedited/reprioritization service: _____
+ \$200.00 PER ITEM (6-10 business days to ship following payment) - NOT applicable for touchpads or RJP

SEND THIS FORM WITH YOUR EQUIPMENT TO:

Colorado Time Systems
Attn: Customer Service
1551 East 11th Street
Loveland, CO 80537

PLEASE INCLUDE RMA# ON BOX

NOTES

- Current evaluation time is running 2-3 weeks from receipt of item(s). **This does not include touchpads.** Due to workflow, this timeframe is constantly changing and may be sooner or longer.
- We will contact you for payment, and/or if authorization is needed for additional services beyond the quoted bench fee.
- Customer to pay return shipping. Second day or overnight shipping is available at additional charge.
- Allow 5-7 BUSINESS days after payment for items to be returned to you.
- You will be emailed tracking information.
- Open and inspect immediately. We provide a 90-day warranty on all repairs.
- All efforts are made to return items within a requested timeframe but are contingent on existing queue, authorization and payment
- Touchpads older than 10 years (sticker on back will identify age) will not be repaired

- All returns must be in the original packaging, unmarked and undamaged. All manuals, cables, and accessories must be included. A 25% restocking fee will be charged on returned items.