



Organization _____

RMA# _____ DATE _____

A return material authorization form must accompany all returns and repairs. Please call our Customer Service Department at **(970)667-1000 option (3)** to troubleshoot prior to return or obtain your number. A minimum diagnostic charge will apply for repairs and this can be discussed when your RMA is assigned.

POINT OF CONTACT _____ PHONE _____

EMAIL _____

SHIPPING ADDRESS _____

CITY _____ STATE _____ ZIP _____

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

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

I would like my repair returned to me by (date) _____
(See notes below. All efforts are made to return items within the requested timeframe but are contingent on existing queue, authorization and payment. ASAP is assumed.)

I would like expedited/reprioritization service + **\$200.00 PER ITEM** (will assume OVER PM shipping)
NOT applicable for touchpads or RJP

Contact me for authorization PRIOR to services beyond bench fee.

Billing Address (if different than above)

NAME _____

ORGANIZATION _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

EMAIL _____

SEND THIS FORM WITH YOUR EQUIPMENT TO:

Colorado Time Systems
ATTN SUPPORT
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 if requested.
- Allow 5-7 BUSINESS days after payment for repairs to be completed and shipped.
- 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 50% restocking fee will be charged on returned items.