



# Return Material Authorization

RMA No.

InSync Use Only

Today's Date

## Instructions

1. Please complete this form and return by fax to 866-446-9692 or email to support@insyncspeech.com.
2. List only one product per line.
3. This form will be returned to you with an RMA number and shipping instructions after warranty verification.
4. Ship materials freight prepaid. Upon repair or replacement, InSync will return warranty items freight prepaid. For out-of-warranty items, customer will be invoiced for parts, labor, and shipping charges. **All materials shipped without an RMA number or freight collect will be refused. The RMA number must be clearly marked on the outside of the package.**
5. Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging may result in loss of warranty.
6. For out-of-warranty items, a minimum diagnostics fee of \$50 applies to all out-of-warranty products received. This fee is then applied toward the cost of repair or replacement.

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Contact Name \_\_\_\_\_ Contact Email \_\_\_\_\_

Contact Phone \_\_\_\_\_ Contact Fax \_\_\_\_\_

Description of Product to be Returned (include model and serial number if known)		Reason for Return
1		
2		
3		
4		

## Comments

## Out-of-warranty payment

When done,  
print or  
email form.

☐ VISA ☐ MasterCard

☐ Purchase Order Customers with net terms only

PO # \_\_\_\_\_

## InSync Use Only

☐ Return

☐ Service call

Issued By \_\_\_\_\_

Date Received \_\_\_\_\_ Date Shipped \_\_\_\_\_

## Warranty Returns

☐ Credit

☐ Repair

☐ Exchange

☐ Estimate before repair

Ref. \_\_\_\_\_ Sales Order # \_\_\_\_\_

RMA number not issued due to: ☐ Out of warranty product ☐ Invalid invoice number

☐ Other: \_\_\_\_\_

Repair Cost Estimate