



RETURN MATERIAL AUTHORIZATION FORM

RMA# \_\_\_\_\_ DATE: \_\_\_\_\_

A return material authorization form with RMA number must accompany all returns and repairs. Please call our Customer Service Department at +1(970)667-1000 option (3) for your RMA number.

Return my equipment to me at:

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

My daytime phone number including area code is: \_\_\_\_\_ My email address is: \_\_\_\_\_

I am returning the following part(s) for repair:

QUANTITY	ITEM	PROBLEM
_____	_____	_____
_____	_____	_____
_____	_____	_____

Attention: Please return the corresponding power supply for each unit being repaired so that it may be checked for proper output operation.

I would like my repair returned to me by (date):

\_\_\_\_\_ (ASAP is not specific enough)

I would like expedited service \_\_\_ \$100.00 (6 - 10 business days) \_\_\_ \$200.00 (1 - 5 business days)

Customer will pay return shipping. A minimum diagnostic charge will apply to all returns. Please allow 7 to 14 days repair processing time and 5 to 7 business days for regular return shipping. Second day or overnight shipping is available at an additional charge.

VISA MC AMEX DISCOVER (Circle one)

# \_\_\_\_\_ Exp. Date \_\_\_\_\_ CVV Code: \_\_\_\_\_

\*Include the name on the credit card if different than billing \_\_\_\_\_

Check enclosed for \$ \_\_\_\_\_ Purchase Order Enclosed \_\_\_\_\_ Return to me COD\_\_ Contact me with Repair Charges \_\_\_

When your repair is returned to you, please open and inspect immediately. We provide a 90-day warranty on all repairs.

Billing Address:

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

RETURN THIS FORM WITH YOUR EQUIPMENT TO:

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

PLEASE INCLUDE RMA# ON BOX

All new items being returned for credit must be in the original packaging, unmarked and undamaged. All manuals, cables, and accessories must be returned with this form and RMA number. A 25% restocking fee will be charged when credit is given on returned items.

Additional information or comments: