

## Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete all details below.

Return the completed form and send to [accounts@teracom solutions.com.au](mailto:accounts@teracom solutions.com.au)

Your RMA number is: \_\_\_\_\_(Leave blank. To be filled by Teracom Solutions).  
List this RMA number on the return shipping document.

### Company Details and Contact information

Fill in all complete details

Name of your Company:	
Contact person at your Company:	
Phone:	Email address:
Invoice Number(s):	
(if customer) Name of Dealer:	

### Return Shipping Address (Leave blank. To be filled by Teracom Solutions).

Please use following address and shipper to send material back to Ineda Systems.

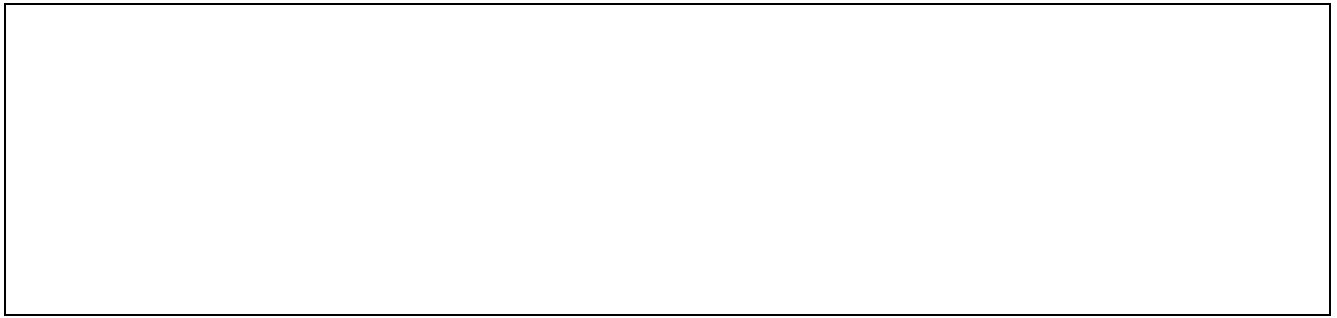
Name:	Email:
Street Address	
City, State, Postal Code:	
Country:	
Shipping Carrier:	Collect Account Number:
Special Shipping Instructions:	

### Product Information

List each lot number or received shipment as one line item

Product Name	Package Type	Lot number	Quantity	Reason for Return

Additional details as to why product is being returned:
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## Product Returns for “Warranty” Determination

### No Warranty Credits or Exchanges for:

- Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any item damaged in shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Returned items with a different serial number from what was authorized for return.
- Returned items that were special ordered or custom configured.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

Please take care to package your return carefully. Teracom Solutions is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of shipped product related to inappropriate packaging will result in additional charges for the repair of the product.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

By signing the RMA form, I agree to the terms and conditions set forth in RMA form.