



RMA
Return Materials Authorization Form

ALL PRODUCTS - (Except ES Series & SD Series (2-5 HP))

Issued by Phase Technologies

RMA Number	Service Ticket Number
<p>IMPORTANT NOTE If you are requesting an RMA for ES Series or SD Series (2-5 HP) DO NOT COMPLETE THIS FORM. Please use form: "RMAForm_ES-SD"</p>	

INSTRUCTIONS:

No returns are accepted without an RMA number issued by Phase Technologies.

Shipping Address: Phase Technologies
222 Disk Drive
Rapid City, SD 57701

CUSTOMER INFORMATION

Contact Name:

Phone: **Email:**

Same As Bill To Address

Bill To:	Ship To:
<small>Company Name</small> <input type="text"/>	<small>Company Name</small> <input type="text"/>
<small>Address</small> <input type="text"/>	<small>Address</small> <input type="text"/>
<small>Building / Suite #</small> <input type="text"/>	<small>Building / Suite #</small> <input type="text"/>
<small>City</small> <input type="text"/>	<small>City</small> <input type="text"/>
<small>State</small> <input type="text"/>	<small>State</small> <input type="text"/>
<small>Zip Code</small> <input type="text"/>	<small>Zip Code</small> <input type="text"/>

Contractor Name: **Installation Date:**

PRODUCT INFORMATION

Model	Serial Number	Customer Reference
Nature of Issue (if applicable)		

CONDITION OF UNIT

Installed	New Unit (never installed)
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REASON FOR RETURN

<p>Warranty evaluation (All products approved for warranty will be returned)</p>	<p>Exchange (Restocking fees may apply)</p>
<p>Stock no longer needed - overstock (Restocking fees apply)</p>	<p>Non-warranty inspection (\$50 PO required)</p>

I acknowledge that I have read the **Limited Warranty Policy, Obligations of Customer, and Exclusions of the Warranty** on page 2 and agree to comply with them.

I understand that products determined to be without manufacturer defect will be returned.

Your Signature: _____

Date: _____

Limited Warranty

Product Type	Product Series	Warranty Period	Optional Extended Warranty
VFD	2XD•1LH•3LH•DX•DXL•LHX	Two Years	Add additional 8% per year of extended warranty
Phase Converter	Phase Perfect*	One Year	Three Years with add-on at time of purchase
Magnetics	LR•XR•DV•SW	Two Years	None

NOTE: Transducers are not covered by warranty.

Phase Technologies' products are warranted against defects in material and workmanship for the period specified in the table above. This warranty covers both parts and labor (at Phase Technologies) for the specified warranty period from the date of purchase by the original owner. Phase Technologies will repair or replace (at our option), at no charge, any part(s) found to be faulty during the warranty period specified. The warranty repairs must be performed by/at a Phase Technologies Authorized Service Center or at Phase Technologies LLC, Rapid City, SD.

Obligations of Customer

1. The original Bill of Sale must be presented to obtain "in-warranty" service.
2. All shipping costs are the responsibility of the purchaser. Package product sufficiently to prevent damage in transit.
3. Installations must comply with all national and local electrical codes.

Exclusions of the Warranty

This warranty does not cover any of the following: accident, misuse, fire, flood, and other acts of God, nor any contingencies beyond the control of Phase Technologies, LLC, including water damage, incorrect line voltage, improper installation, missing or altered serial numbers, and service performed by an unauthorized facility. Phase Technologies' liability for any damage caused in association with the use of Phase Technologies' equipment shall be limited to the repair or replacement only of Phase Technologies' equipment. No person, agent, distributor, dealer, or company is authorized to modify, alter, or change the design of this merchandise without express written approval of Phase Technologies, LLC.

Returns

Phase Technologies offers the following options for the return of new products. Returned products must be in new, uninstalled condition to be eligible for return.

Series	Return Window	Restocking Fee
PT•PTE•PTS•ES•SD•2XD•PC	90 Days	20%
1LH•3LH•DX•DXL•LR•XR•DV•SW	30 Days	30%
	90 Days	50%

- No unit will be accepted without a return authorization. Return authorization is granted at Phase Technologies discretion and is subject to evaluation upon arrival. More information on RMA's can be found at: www.phasetechnologies.com/support.
- All shipping costs to be paid by buyer. Product must be in original packaging. All other items may be returned for warranty evaluation or repair only.
- The return window begins from the date of purchase. All refunds will be credited within 10 business days.
- Our standard product warranty applies to all installed/used products. See the Phase Technologies website for details.

Forum Selection

Any suit, claim, or cause of action arising from this document or any Phase Technologies product, will be governed by the laws of the State of South Dakota. It is agreed that jurisdiction and venue for all disputes will be the federal or state courts of South Dakota.

INSTALLATIONS MUST COMPLY WITH ALL NATIONAL AND LOCAL ELECTRICAL CODE REQUIREMENTS.