

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:	Company Name	Ship To:	Company Name
	Address		Address
	Building / Suite #		Building / Suite #
	City		City
	State Zip Code		State Zip Code

Contractor Name: _____ Installation Date: _____

PRODUCT INFORMATION

Part Number	Qty	Serial Number of Unit	Sale Order or Invoice Number

CONDITION OF PART: USED NEW (Never Installed)

REASON FOR RETURN

Warranty Consideration ^{2.1,2.2,2.3,2.6}	Exchange ^{2.1,2.4,2.5,2.6}	Return for Credit ^{2.1,2.4,2.5,2.6}
<p>REASON FOR WARRANTY REQUEST</p> <p>Loose Wire</p> <p>Solder Connection</p> <p>Shipping Damage</p> <p>Other <i>Please Explain:</i> _____</p> <p>INSTALLATION INFORMATION</p> <p>Did the new part solve the issue? Yes No</p> <p>Was the parent unit properly grounded? Yes No</p> <p><i>Resistance Value:</i> _____</p> <p>Phase Technologies surge protection Present? Yes No</p>	<p><i>Reason:</i></p>	<p><i>Reason:</i></p>

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

Limited Warranty

Phase Technologies warrants their customers that the products listed herein will be free from defects in material and workmanship from the date of purchase through their warranty period. Buyers only remedy and Phase Technologies' only duty is to repair or replace defective products (at Phase Technologies discretion). Warranty is non-transferable.

Obligations of Customer

- The original Bill of Sale must be presented in order to obtain "in-warranty" service.
- Transportation to Phase Technologies or an Authorized Service Center is the responsibility of the purchaser. Return transportation is provided by Phase Technologies.
- Installations must comply with all national and local electrical codes.
- Any products returned to Phase Technologies must follow the Phase Technologies RMA Procedure.

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 damages caused in association with the use of Phase Technologies' equipment shall be limited to the repair or replacement only of the 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.

System Return Requirements

- 1.1 All equipment returns are required to have an authorized RMA number and Phase Technologies service ticket number.
- 1.2 Any equipment or part returned without the above are subject to shipping rejection and will be returned at the owner's expense.
- 1.3 Any warranty service or repair must follow this RMA process and requires an authorized RMA number.
- 1.4 If you have warranty questions on your specific model, you can find the information in the back of each product manual.

Part Return Requirements

- 2.1 Part returns must be made within 90 days of purchase to receive warranty consideration or refund.
- 2.2 All returns are subject to inspection and MUST be returned in Phase Technologies packaging, properly boxed to receive warranty consideration.
- 2.3 Misused/mishandled parts will not receive warranty consideration.
- 2.4 Returns must be unopened, in like-new condition and properly packaged to be considered for a refund.
- 2.5 Restocking fees apply if a return is approved.
- 2.6 Parts RMA request form must be completely filled out in order to receive warranty consideration or refund.