|  |  |
| --- | --- |
| **Return Merchandise Authorization (RMA)** | *...Ingenuity Inside!* |

|  |  |  |  |
| --- | --- | --- | --- |
| RMA # |       |  **Date:**  |       |
|  |  |
|  |  |
|  |  |
| **Customers please ship defective items to:** |  |  **Country of Export**:  **Country of Manufacture**: Canada |
| RMA# XXXXXXNanoptix Inc.699 Champlain StreetDieppe, NB, CanadaE1A1P6 | . |

|  |
| --- |
| Country of Ultimate destination: Canada |
| Harmonized Code: | 8443.32.1050 and / or |
|  | 8443.99.2000 |

 |
|  |  |
|  |  |
|  |  |
| Repaired material return information (to be filled out by customer): |
| **Contact Person:** |       |
| **Company:** |       |
| **Street:** |       |
| **City:** |       | **Province / State:** |       |
| **Country:** |       | **ZIP/Postal code:** |       |
| **Phone:** |       | **Fax:** |       |
| **Email:** |       | **Purchased from:** |       |
| **Return Shipping Acct # (If applicable):** |       | **Insure Shipment?** |  |
| Please provide a detailed description of problems. This information will help speed up the repair process.Items will be repaired and returned as quickly as possible. The standard turnaround time is **20** business days after receipt of defective item (s).**PLEASE READ THE TERMS OF SERVICE SECTION BEFORE SUBMITTING A REQUEST.****If further details are required, contact the Nanoptix service dpt. (**support@nanoptix.com **or toll free: 888.983.3030)** |
| **Product / Item** | **Part #** | **Serial #** | **Original PO #**(If available) | **Problem/error description** | **Value ($US)** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **All product serial numbers are requested for RMA. Any listed item without a serial number will be assumed out of warranty.** |  |  |  |
| Total: |  |

RMA-Procedure

1. **RMA number assignment:**
* **Please email or fax a completed RMA form** to Nanoptix Inc. Please ensure to include a detailed description of the problem or failure you encounter. This will allow for a faster turnaround. **In order to validate warranty; the serial numbers of the items being returned must be entered.** For units returned for credit, the original purchase order number is required. **You will receive your return approval number (RMA number) within 1 business day**. RMA numbers are valid for 30 days.

Email: support@nanoptix.com (preferred)

**Fax: (506) 384-3588**

1. **Return shipment for repair:**
* Three copies of the completed RMA form must be included with the shipment.
* **The outside of each package being sent must be clearly identified with the RMA number.** To avoid handling and brokerage fees, the RMA number should also be indicated on the packing slip, commercial invoice and all other shipping documents. If an RMA # covers more than one package, it is imperative that each package be identified by a series number (Example: box 1 of 5, box 2 of 5, and so on)
* Shipment must be sent prepaid to the address on the previous page. Nanoptix will repair or replace qualifying items and return them via FEDEX or a preferred courier of your choosing.
1. **ESD-protection:**
* The goods for repair must be packed properly for shipping (preferably in their original packaging). If the item(s) being returned is (are) static susceptible, proper consideration of ESD guidelines must be respected.
1. **Terms of Service:**
* By submitting this RMA, you understand that all out-of-warranty labor is charged at $80 USD per hour and that you will only be contacted for authorization on repairs costing more than $50 USD.
* Any item received that is found to have only corrupted firmware or no fault at all will result a $40 USD service charge. This charge also applies to any units diagnosed that are not repaired by customer request.
* Warranty void if damage is due to negligence, vandalism, misuse or if the serial number is removed. If brokerage costs are forwarded to Nanoptix, these will be added to the final invoice for each out of warranty unit.

**Standard warranty terms unless otherwise explicitly negotiated with Nanoptix.**

|  |  |  |  |
| --- | --- | --- | --- |
| 90 Days | 6 Months | 1 Year | 2 Years |
| HSVL PullTab. | HSVL PullTab Adv. | HSVL, EZ-Tear, Desktop, High Speed Couponing, Terminal, HSVL Adv., SpillProof, SpillProof Cuts. | PayCheck 4, PayCheck NextGen, PayCheck Slim. |

Warranty start date can be checked at <https://nanoptix.com/product-support/>.

**All packages returned to Nanoptix are required to be clearly identified by an RMA number. This includes defective units sent for repairs as well as sales samples and demo units.**

**Any package returned without an RMA number may be refused or delayed**