



# RETURN MERCHANDISE AUTHORIZATION

2619 Manhattan Beach Blvd., Redondo Beach, CA 90278

www.SeePoint.com

Tel: (310) 725-9660 Fax: (310) 535-9234

<b>Customer's Ship To Address:</b>	
<b>Contact Name:</b>	<b>Tel:</b>
<b>Email:</b>	<b>Fax:</b>
<b>Please fill out completely and fax to obtain an RMA number.</b>	

<b>RMA # :</b>	<b>By:</b>
<b>**IMPORTANT NOTE FOR OUT OF WARRANTY REPAIRS**</b>	
<p>Customers shall incur a minimum charge of \$285 for repairs which are determined to be out of warranty or non-warranty. Customers will be provided a written estimate of additional repair charges if any. To obtain an RMA number, all customers must sign below accepting the minimum non warranty repair charge. <u>If the repair is in warranty no charge shall apply.</u></p>	
<p>_____</p> <p>(Signature)</p>	

Serial Number	QTY	Item	Description of Problem

**To properly repair and test your kiosk, SeePoint requires administrative rights to access your software application. Please provide the user name, password and any other instructions necessary to access your application.**

User Name \_\_\_\_\_ Password \_\_\_\_\_ Instructions \_\_\_\_\_

**Please Note:**

- Return your kiosk in the original packaging provided to the address above. Clearly mark the RMA number on the outside of the box. Items received without an RMA number will be refused.
- RMA numbers for repair or replacement are valid for **14 days** from date of issue. RMA numbers issued for credit are valid for **7 days** from date of issue. Items received after the RMA is void will be rejected and returned at the customer's expense.
- In warranty RMAs will be returned via prepaid FedEx Ground. Out of warranty repairs or expedited shipments at the customer's request will be paid for by the customer.
- Product returned for credit is subject to a 20% restocking fee and other charges for damaged/incomplete returns.
- SeePoint warranty does not cover damages caused during return shipping due to poor packaging. The damaged merchandise will be returned in the same condition it was received.
- IMPORTANT: Before returning any unit for service, be sure to back up all data and remove any confidential, proprietary or personal information. SeePoint is not responsible for damage to or loss of any programs, data or removable storage media.**
- Return only the items authorized for repair. SeePoint will not be held liable for the loss, damage or return of any CDs, manuals or extra peripherals unless specifically requested by us.**

For SeePoint Use Only	
<input type="checkbox"/> EVAL RETURN	<input type="checkbox"/> SHIPPING ERROR
<input type="checkbox"/> RETURN FOR REPAIR	<input type="checkbox"/> CREDIT
<input type="checkbox"/> D.O.A ~ CALL TAG: _____	<input type="checkbox"/> OUT OF WARRANTY REPAIR