



**RETURN PRODUCTS TO:**  
**BALTIC NETWORKS, Inc.**  
 ATTN: RMA # \_\_\_\_\_  
 2200 Ogden Ave. St. 240  
 Lisle, IL 60532

Phone: 630-929-3610

Fax: 630-352-2005

Email: [sales@balticnetworks.com](mailto:sales@balticnetworks.com)

Form Revised: 8/18/2011

**Customer RMA (Return Materials Authorization) Request Form**

Once your RMA request is received all details will be reviewed prior to receiving an RMA number. An RMA number MUST BE ISSUED by Baltic Networks, Inc. BEFORE returning any items for repair, replacement, credit or exchange. Failure to provide a valid RMA number with your return shipment will result in a \$50 research fee to your account. NO EXCEPTIONS. We will not be responsible for items returned without an RMA number. OUR RMA TERMS AND CONDITIONS ARE AVAILABLE ON PAGE 2. BE SURE TO RETURN PAGE 2 SIGNED.

I would like to return my items for:     Store Credit                       Repair/Replacement                       Exchange\*  
 \*Exchange: Exchanging one product for a different product

Returns for credit or exchange must be received within 20 days of the original invoice date (15 days for CPU's). Beyond this period, product may only be repaired or replaced under warranty. DOA products must be reported within 7 days of the original invoice date.

**Your Details (please print legibly in case we need to contact you in regards to this RMA)**

Return Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 \_\_\_\_\_ Email: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Date: \_\_\_\_\_

Part Number	Serial #	Qty	Reason for Return*	Invoice #	Invoice Date
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

\*Please provide a detailed explanation for all problems experienced. Insufficient information will delay processing your RMA. You MUST include all of the above information in order to receive an RMA number. NO EXCEPTIONS!

**----FOR OFFICE USE ONLY----**

Technical Approval	Serial #	Reason for Denial	Date
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Y N	_____	_____	_____
<input type="checkbox"/> <input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/> <input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/> <input type="checkbox"/>	_____	_____	_____

PLEASE NOTE THAT WARRANTY SERVICE IS NOT AVAILABLE FOR ANY TYPE OF ELECTRICAL DAMAGE. This includes, but is not limited to, damage caused by any type of electrical surge or lightning damage. Some manufacturers do provide for non-warranty repair. If this is the case for your component, you will be contacted prior to return to the manufacturer to discuss possible repair and shipping charges. **Electrical components not properly packaged before return are not subject to warranty. Items MUST be placed in anti-static packaging and properly padded/packed before return shipping to us.**

**RMA numbers are valid for a maximum of 30 days. RMA numbers will not be reissued nor dates extended.** When returning an item, it is important that you return it with all accessories, manuals, cables, etc., in the original packaging in order to receive a credit or exchange unless otherwise specified. Items returned without all accessories or items which are defaced (this includes writing on the original packing box) will be charged a 50% re-stocking fee. **Please ship your return item in a shipping box with appropriate packaging. Make sure "bare" electrical components (i.e. routerboard, miniPCI cards) are placed in the appropriate anti-static packaging. Failure to do so will VOID your warranty.** Returns sent C.O.D. will not be accepted and returned back to shipper at customer's expense. If the repair is under warranty, Baltic Networks will return the product to the customer, within the continental US, using UPS Standard Service at no charge. Expedited shipping methods, international shipping costs, Custom fees and duties are the sole responsibility of the customer. For non-warranty returns, the customer is responsible for all related shipping costs. ALL products being returned for store credit must be in the original box with all accessories, warranty cards and instructional sheets, and in NEW, UNUSED condition with the FACTORY SEAL INTACT. We do not accept returns for products that have been opened or missing parts, manuals, warranty cards, or damaged when returned (unless it's DOA). To ensure that the product remains in returnable condition, do not use the product box as the shipping box. You must repackage in another box with appropriate packing materials. Products arriving in a product box will be returned to shipper at customer's expense. Customer is responsible for properly packaging the products returned. Contents of the package not matching the information on the RMA form will be cause for return of ALL equipment. All products returned for store credit may be returned within 20 days of invoice date. NOTE: Special order, non-stock items, such as Tranzeo, or products custom-assembled, are non-returnable. A 15-25% restocking fee will apply. We recommend returning it by traceable carrier and providing insurance if appropriate. **If an item is returned as defective, and is not defective, there will be a minimum \$15 bench fee per non-defective unit returned is to be charged to you before the item is returned. Additionally, you will then be responsible for return freight. If you item(s) have been advanced replaced you are still responsible for the bench fee PLUS the shipping costs associated with your advance replacement. By submitting this RMA, you agree to this charge and agree to pay this before your non-defective item is returned.**

**By submitting this RMA request form, I agree that I have read and agree to the RMA terms and conditions.**

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

**Advanced Replacement Information (only complete if an advanced replacement is requested)**

We will, at your request, send you a replacement for the product before you have shipped us back the defective one. Please note that all current warranty regulations and restrictions apply, and that requests for advanced replacement of products more than 30 days old can be with a repaired/refurbished item. In order to expedite this process, we will require that a hold be placed on your credit card until the defective product is returned to us. Once replacement is received, you will then have **15 days** to return the defective item or your card will be charged the replacement value of the item. **If the return is received after the 15 days, your credit card will be charged. Please fill out the following information in its entirety:**

Name on Credit Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp Date: \_\_\_\_\_

CCV Code: \_\_\_\_\_ Company Name: \_\_\_\_\_  
**(three digit number on back of card for Discover, Visa and MC, or four digit number on front of American Express)**

Billing Address of Card: \_\_\_\_\_

Billing City, State and Zip: \_\_\_\_\_

Telephone No of Credit Card Holder: \_\_\_\_\_  
(please include extension number if applicable)

I hereby authorize Baltic Networks, Inc. to place funds on hold for the amount of the replacement value of the merchandise listed above on this RMA request dated \_\_\_\_\_, and I understand the funds will be released if defective parts are received in accordance with the above instructions. Please note if you choose to provide a debit card, your funds will be unavailable to you until defective product is received by us.

**Cardholder Signature:** \_\_\_\_\_