



Technical Support / RMA Request Form

In order to obtain service promptly, please complete the form below and email to info@mtixtl.com. Our Technical Support Engineer will contact you via email/phone.

➤ **Personal Information & Request**

Company Name:	Tel No.:
Contact Name:	Fax No.:
Email Address:	

➤ **Product Information & Problem Description**

Date of Purchase:	Client PO#:
Item Number:	Quantity:
Invoice No:	
Serial Number:	
Reason for Return: Defective Item; Replacement; Repair; Others;	
Detailed Problem description:	

***Notes:**

- Upon receiving this completed form, MTI Corporation will review the application and if appropriate, issue an RMA number and detailed instructions for the return of the product.
- Please DO NOT return the product until an RMA number has been issued. All products returned without the appropriate RMA number will be rejected and returned.
- Packaging & Shipment Instruction follows on the next page.



Packaging Your Equipment

After receiving your RMA number, use the following steps to prepare your package for shipment:

- **For shipment below 50 lbs via normal ground service.**
 - The product needs to be securely packed in a solid box, preferably in the original box.
 - Adequate cushioning material on all sides of the equipment must be applied.
 - To properly cushion the contents of your package, wrap each item separately.
 - Include in your shipment a description of the problem and a point of contact at your company.
 - Firmly tape the lid of the box with packaging tape.

- **For shipment over 50 lbs via freight service**
 - The product needs to be securely packed in a wood crate, preferably in the original one.
 - Adequate cushioning material on all sides of the equipment must be applied.
 - Wood Carte must be supported by wood/plastic pallet.
 - Include in your shipment a description of the problem and a point of contact at your company.



Attention: The RMA number should always be indicated on the outer packaging in order to ensure a smooth and timely handling of your product. Please note that all products need to be returned with ALL the original packaging, including a copy of the original invoice, *Technical Support / RMA Request Form*, and all peripherals.



Warning: Please note that it is your responsibility to ship the equipment to us in good condition. Should there be any damages incurred during shipping, MTI will not be held responsible. Please be sure to pack your equipment properly.

Shipment

- The return details will be given together with the RMA number. Please refer to the RMA number during all future communication for any further services.
- When returning the products over 50 lbs to MTI Corporation, you must send it freight prepaid and insured. MTI Corporation will not liable for any lost or damages products during transportation.
- The return shipment costs of the repaired product (which is still under warranty period) are borne by MTI Corporation.



Labeling Your Package

When shipping a package, include your RMA number on the label. Send the package to the following address:

MTI Corporation

Attn: RMA Department – RMA # _____

860 South 19th Street

Richmond, 94804



Attention: All RMA #'s are valid for 15 days from the issue date, Failure to follow these instructions may result in your shipment being refused or your RMA not being processed.