



## *Technical Support / RMA Request Form*

In order to obtain service promptly, please complete the form below and email to [info@mtixtl.com](mailto:info@mtixtl.com), or your points of contact. Our Technical Support Team will contact you via email/phone.

➤ **Customer Information**

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

➤ **Product Information & Problem Description**

Date of Purchase:	Client PO#:
Item Number:	Quantity:
Serial Number:	Invoice Number:
Contact Sales:	Contact Technician:
Reason for Return: <input type="checkbox"/> Defective; <input type="checkbox"/> Replacement; <input type="checkbox"/> Repair; <input type="checkbox"/> Others;	
List all gases and/or liquids that the returned item(s) have been in contact with:	
<p>Were the returned item(s) ever exposed to, or contained toxic, hazardous or otherwise harmful materials? <span style="float: right;">Yes      No</span></p> <p style="text-align: right;"><input type="checkbox"/>                      <input type="checkbox"/></p> <p>If yes, properly identify such materials and please provide us with the SDS for each material:</p> <p><input type="checkbox"/> Poisonous                      <input type="checkbox"/> Radioactive                      <input type="checkbox"/> Biological/Infectious</p> <p><input type="checkbox"/> Corrosive                      <input type="checkbox"/> Flammable/Combustible    <input type="checkbox"/> Other: _____</p>	
<p>Have the returned item(s) been properly cleansed or treated so that they are safe for human handling? <span style="float: right;">Yes      No      N/A</span></p> <p style="text-align: right;"><input type="checkbox"/>                      <input type="checkbox"/>                      <input type="checkbox"/></p> <p>Please do not return any items if answered No in the above question!</p> <p>Please describe in detail any additional safety precautions that should be taken, if any:</p>	
<p><b>MTI Corporation relies on the accuracy and completeness of this information to protect its employees from injury by exposure to toxic, hazardous or otherwise harmful materials. Customers will be held legally responsible for injury resulting from non-disclosure.</b></p>	



Detailed Problem Description:

Comments (To be filled out by MTI):

**\*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 Crate 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 be liable for any lost or damaged 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.