



### Return Material Authorization (RMA) Form

PLEASE COMPLETE FORM AND EMAIL TO [SERVICE@TITANLOGIX.COM](mailto:SERVICE@TITANLOGIX.COM) OR FAX TO (780) 450-8369. YOU WILL RECEIVE A RETURN EMAIL WITHIN (1) WORKING DAY DETAILING A WORK ORDER NUMBER FOR YOUR REPAIR. USE THIS NUMBER AS YOUR REFERENCE ON ALL CORRESPONDENCE WITH TITAN LOGIX CORP.

1 To: \_\_\_\_\_ Date: \_\_\_\_\_  
 2 Attn: \_\_\_\_\_ Fax Number: \_\_\_\_\_ Telephone No: \_\_\_\_\_

**RMA/WORK ORDER #: UPON RECEIPT OF A COMPLETED FORM, A NUMBER WILL BE ISSUED**

Company Name: \_\_\_\_\_

Repair Purchase Order #: \_\_\_\_\_

Bill to Address: \_\_\_\_\_ Ship to Address: \_\_\_\_\_ Ship VIA: \_\_\_\_\_  
 Account# \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Technical Contact Person: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Extension: \_\_\_\_\_ Fax No. \_\_\_\_\_

**Return Item(s)**

<u>Serial Number</u>	<u>Description</u>	<u>Detailed Reason / Problem</u>

**CONDITIONS:**

- \*\*\* **No material will be accepted without an RMA#** clearly marked on the package and return paperwork.
- \*\*\* All returns must arrive with **freight prepaid**. Repair will be returned from Titan Logix with freight collect.
- \*\*\* Repair work will not commence until the customer has approved estimated repair costs.
- \*\*\* It is understood that, should Titan Logix not have the proper equipment / facilities to complete repair on site, the repair item will be returned to the manufacturer for evaluation. **All freight charges to and from factory, as well as a minimum evaluation charge (if applicable), will be appropriately billed to the customer.**
- \*\*\* It is hereby certified that the equipment being returned and described above has been completely decontaminated and poses no possible toxic, corrosive, irritant, flammable, radioactive or biological hazard to any personnel required to unpack, handle, examine, maintain or repair it.

I AGREE TO THE ABOVE TERMS. (sign) \_\_\_\_\_ (date) / /200\_\_

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 Phone: (780) 462-4085 Fax: (780) 450-8369 URL: [www.titanlogix.com](http://www.titanlogix.com) Email: [service@titanlogix.com](mailto:service@titanlogix.com)