

## RMA-Form

RMA Number: \_\_\_\_\_ (The RMA number is assigned by NorthernAccess)      Date: \_\_\_\_\_

### I. Customer data

Customer Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Company Name: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 Return Address: \_\_\_\_\_

### II. Equipment Information

**1. Brand & Model:** \_\_\_\_\_ IMEI Number: \_\_\_\_\_  
 Problem Description: \_\_\_\_\_

**2. Brand & Model:** \_\_\_\_\_ IMEI Number: \_\_\_\_\_  
 Problem Description: \_\_\_\_\_

**3. Brand & Model:** \_\_\_\_\_ IMEI Number: \_\_\_\_\_  
 Problem Description: \_\_\_\_\_

**4. Brand & Model:** \_\_\_\_\_ IMEI Number: \_\_\_\_\_  
 Problem Description: \_\_\_\_\_

### III. Requested Action

Bench Testing / Firmware Upgrade       Buyback Program       Out of Warranty Repair (Includes Bench Testing)  
 Warranty Replacement/Repair       Other \_\_\_\_\_

### IV. Payment Information

Name on the Card: \_\_\_\_\_ Card Number: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_  
 Billing Address: \_\_\_\_\_

### RMA PROCESS (Please Read Below)

- Step 1** Request a RMA number from [repairs@northernaccess.com](mailto:repairs@northernaccess.com) or Call 1-877-299-9931 Option 2
- Step 2** Enter RMA number and Fill & Sign necessary data of this form.
- Step 3** Send completed RMA form and Equipment to:  
**NorthernAccess, Attention Repair Department, 333 H Street Suite 5007 Chula Vista CA 91910**

Please note that return requests will be processed on the receipt of a completed RMA form only. Defect items being under warranty will be sent back to manufacturer for testing/evaluation and for replacement /repair. NorthernAccess is not responsible for how manufacturers handles warranty defects such as shipping to and from, time the manufacturer takes to assess and complete process, and how the manufacturer handles replacement or repair of the warranty defective equipment. For out of warranty equipment the repair or replacement will be invoiced accordingly. For out warranty equipment repair, a quotation is provided upfront.

- This form authorizes NorthernAccess to evaluate all parts noted on this form. Any additional accessories sent in with equipment, is the responsibility of the client to note on the back of this form. Do not send in any airtime card or battery unless otherwise discussed and noted in a email with a repair technician. NorthernAccess is not held responsible for the loss or usage of any SIM cards shipped to the repair center.
- There will be a minimum charge of at least \$100.00 for bench testing/evaluation of equipment. Shipping cost to and from repair center, taxes and any custom charges are responsibility of the customer.
- For any equipment NOT under warranty, the customer is responsible for costs for any repairs performed. For equipment being reflashed, the customer agrees that NorthernAccess and Manufacturer are not held responsible for failure of the equipment due to reflash process. Talk to a repair tech. for questions.
- If you already have a shipping account that you would like us to use, please provide that information under Return Address.
- Any equipment left behind 14 days after a repair quote is provided, warranty process with a balance, or Buy Back quote given will be declared as abandoned equipment, & anyone wanting to go forward after this point will incur additional stocking fees at the discretion of NorthernAccess.

**By signing this form, you authorize NorthernAccess to evaluate or repair your equipment and make the necessary charges on the credit card you have listed on this form for the noted services.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_