probotix

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support@probotix.com

RETURN MERCHANDISE AUTHORIZATION

Company:		**ORDER#:**	
Name:		**DATE:**	
Address:		**RMA#:**	Not Needed
City/State/Zip:			
Phone Number:			
Email Address:			

Warranty turnaround is usually 48 hours, non-warranty is as time is allowed. Parts must match original sales order to be covered under warranty and should show manufacturer defect. Any signs of misuse or abuse will void the warranty and repair may be subject to fees. Shop time is billed at $150 per hour plus parts and shipping.

DESCRIPTION OF SHIPPED ITEMS FOR RETURN OR REPAIR

DESCRIPTION OF PROBLEM AND TROUBLESHOOTING *PROVIDE AS MUCH DETAIL AS POSSIBLE*

Shipping

Customer to ship items any method desired to PROBOTIX with this form printed and enclosed in the box. When repair or replacement is ready if applicable, it will be shipped back to customer standard ground shipping. Non-warranty or expedited shipping shall be paid for by customer if requested. Returns are subject to 15% restocking fee and shipping is not refundable.

Payment

Credit Card, or PayPal if RMA has any charges applicable

By requesting an RMA you agree to the return and warranty policies outlined at the below page:
http://www.probotix.com/TERMS_AND_CONDITIONS