

Replacement Policy:

Products purchased through Metaphase Technologies, Inc. and under warranty* may be returned for replacement by following these steps:

1. Contact Metaphase Technologies at 215-639-8699 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA forms can be obtained by:
 -Website: <http://www.metaphase-tech.com/page/forms>
 -Contacting Customer Service at (215) 639-8699



Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Shipping Via and Account #: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

Company Purchase By: _____ Original Invoice Number: _____

RMA No*: _____ Date Issued: _____

(*Obtained from Metaphase Technologies, Inc. Customer Service)

Return Returned for reason indicated below:

- Return for Repair (provide detailed information below)
- Return for Credit (restocking fee may apply)
- Return Evaluation Light (must be returned in original packaging)
- Other: _____

QTY	Model # Being Returned	Serial #	Reason for Return	Ticket # <i>(internal use)</i>

Shipping Instructions:

1. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
2. Ship only the items that are authorized.
3. Please ship all light with padded packing material in a carton or crate
4. Ship returned items to:
 Metaphase Technologies, Inc.
 ATTN: RMA# (add RMA # Here)
 3412 Progress Drive, Unit C
 Bensalem, PA 19020 USA

Shipments received by Metaphase without an RMA number will be refused.

Sample Address Label with RMA number:

John Smith XYZ Corporation
 123 Main Street

Metaphase Technologies, Inc.
 ATTN: RMA# (Add RMA Number Here)
 3412 Progress Drive, Unit C
 Bensalem, PA 19020

Use this space for additional Comments:

Customer Signature: _____ Date: _____

Return Approval: _____ Date: _____