METAPHASE LIGHTING TECHNOLOGIES

MACHINE VISION & SPECIALTY ILLUMINATION

Quality of Light™

Official RMA FORM

RMA # _____ **Date Issued:** _____

Replacement Policy

All Metaphase Products being returned to Metaphase Technologies, Inc. must have an RMA (Return for Material Authorization) number. Below is the RMA procedure:

1. Fill out the Request for Material Authorization (RMA) Form in its entirety. (Excluding the RMA number)
2. Send completed RMA Form by Email to: **RMA@metaphase-tech.com** (Do not ship items until RMA # has been issued)
3. Metaphase Technologies will issue RMA number to be used for the return. Write this RMA # on form above.
4. Place completed RMA form in the box with the returned item. Write RMA number on the outside of the shipping box.
5. Return the authorized items per shipping instructions (see bottom of this page).
6. If the product has been determined to be un-repairable it will be disposed of in 30 days.
7. Please notify us within 7 days after initial notification if you want item returned.
8. Customer to provide MSD & handling instructions for all foreign substance containminated RMAs.
   Metaphase reserves the right to refuse & return contaminated RMAs (customer responsible for shipping costs).

RMA Forms can be attained by:
Website: www.metaphase-tech.com/page/rma
Contacting Customer Service: (215) 639-8699

NOTE

Review the Metaphase Technologies, Inc Terms and Conditions of Sales, for our Return Policy.

Any order cancellation that is approved may be subject to a restocking fee

RMA REQUESTER

Contact Name: _____ Company: _____

Address: _____ City: _____ State: _____ Zip: _____

Email: _____ Phone_____ Fax: _____

Shipping Via Account #: _____

☐ **PO#** _____ ☐ **SO#**_____ ☐ **Packing Slip#**_____ ☐ **Invoice#**_____

RETURN SHIPPING INFORMATION ☐ Same as above

Company Name: _____ Contact Name: _____

Shipping Via Account #: _____ Address: _____

City: _____ State: _____ Zip: _____

Return made for reason checked: ☐ Return for Repair (Provide detailed info below) ☐ Refund Request (restocking fee)

☐ Return Evaluation Light (must be returned in original packaging) ☐ Other_____

Model # Being Returned	Serial #	Reason for Return	*Ticket # (internal use)*

☐ Return Unrepairable Parts (Customer responsible for shipping fees)

Shipping Instructions

1. Be sure to include copy of the RMA form with the returned product(s).
2. Ship only the items that have been authorized.
3. Please ship all items with padded packing material in a carton or crate.
4. Ship using sample label below with RMA #:

Shipments received without an RMA # will be refused.

Attn: RMA # (Enter RMA # Here)
Metaphase Technologies, Inc.
200 Rittenhouse Circle, West Unit 7
Bristol, PA 19007 USA

Customer Signature: _____ Date: _____ Return Approval: _____Date: _____

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See next page for return label →

Please fill out the return label below and attach it to outside the shipping box.

Company Name: _____

RMA#: _____

Shipping Date: _____

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