

## Return Material Authorization Form

**INSTRUCTIONS:** Please email completed form to [brenda.escamilla@semco.com](mailto:brenda.escamilla@semco.com) or FAX to (760)727-5200.  
 For questions, please contact Brenda Escamilla at (760)727-7800, x1173. You will be contacted at the number/email provided below with an RMA number. **Please do not return equipment until an RMA number has been assigned.**



**Systems Engineering & Management Company**  
 1430 Vantage Court  
 Vista, CA 92081  
 (760) 727-7800 tel (760) 727-5200 fax  
[www.semco.com](http://www.semco.com)  
[brenda.escamilla@semco.com](mailto:brenda.escamilla@semco.com)

v2.5

<b>Company Name:</b>		<b>For SEMCO Use Only</b>
<b>Address:</b>		<b>RMA # :</b>
<b>City, State, Zip:</b>		<b>Date Issued:</b>
		<b>Issued By:</b> Brenda Escamilla
<b>Contact Person:</b>		<b>Email:</b>
<b>Phone:</b>		<b>Site/Location:</b>
<b>Technical POC:</b>		<b>Under Warranty:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Phone:</b>		
		<b>Email:</b>
		<b>Site/Location:</b>

Part #	Part Description	Qty	Card / Chassis Serial #
		1	

**Description of Problem**  
 Please fill out in detail; if applicable, **please include the necessary login information** (username, password) of unit.  
**Please include Technical POC above.**

**Shipping Address:**  Same as above

Name/Agency:	
Address:	
City, State, Zip:	

- NOTES:**
- 1) *Minimum charge for repairs not under warranty or not covered by a maintenance contract is **\$4,200**.*
  - 2) *SEMCO's original shipping container (or a substitute container approved in writing by SEMCO) must be used to return telemetry systems. Damage resulting from the use of a non-approved container will not be covered under warranty. **Please note RMA# on outside of box and/or packing slip and include this form inside shipping container.***
  - 3) *SEMCO's standard turn-around for products sent in for evaluation and repair is 60 days or less, and SEMCO will keep the customer informed as to status and progress on each respective RMA. Additional costs for expedited RMA action can be established on a case-by case basis.*
  - 4) *International customers are responsible for shipping fees, including any applicable customs duties and fees.*

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_