

## Returning a Product

### RMA Number , "Attention" Sheet, and Invoice

If your product needs to be returned, the technical support representative will give you a Return Material Authorization (RMA) number.

- ☐ Record the RMA number for your own records.
- ☐ Write the RMA number on your package label.
- ☐ Fill out the Return Form on back of the form marked "Attention!" A complete form will greatly reduce the time it takes to return your package.
- ☐ Attach a copy of your original invoice to the form.
- ♦ **Warning:** If you don't include an invoice, products will be treated as out of warranty products and will be returned to you C.O.D. for the amount of the service charge.

### When You Ship

If you don't have the original packing material, wrap the board in anti-static material (preferably the anti-static bag in which the card was originally shipped; however, aluminum foil will work fine). Pack it in a sturdy box cushioned with wadded papers (i.e. used computer paper or newspaper).

- ♦ **Warning:** If your product is damaged due to inadequate packing, your warranty will be void.

Include the return form and invoice.

Send the package, shipping prepaid, to:

**RMA #\_\_?\_\_  
Applied Engineering  
Technical Support  
3210 Belt Line Road, Suite 154  
Dallas TX 75234**

You should insure your package. AE will not assume any responsibility for inadequate packing or loss or damage during shipping.

### When We Receive

Our service department will use your completed form in an attempt to duplicate the problem.