



# Return Material Authorization (RMA) Form

Please complete, sign and return a copy of this form with your equipment.

(Equipment received without an RMA form will be returned)

RMA No.

Company Name: _____	GMPCS Acct No: _____
Individual Name: _____	Dealer / vessel Name: _____
Phone No: _____	Cell Phone No: _____
Email Address: _____	Fax No: _____
Billing Address: _____	
Shipping Address: _____	

<u>EQUIPMENT INFORMATION:</u>	<u>EQUIPMENT INFORMATION:</u>
Type of equipment: _____	Type of equipment: _____
ESN/IMEI/ISN:(S/N): _____	ESN/IMEI/ISN:(S/N): _____
Sim Card No: _____	Sim Card No: _____
Satellite Phone No: _____	Satellite Phone No: _____
Problem of description: _____	Problem of description: _____

<u>CREDIT CARD INFORMATION:</u>	
Credit Card No: _____	Type of Card, (circle one):    VISA    MASTER CARD    AMEX
Expiration Date: (mm/yy) _____	Security Code: _____
Name of Cardholder: _____	Contact phone No: _____
Billing address of Cardholder: _____	
Name and phone of Bank whom issued card: _____	

### NON-WARRANTY AGREEMENT:

Evaluation charges are fixed at \$89.00 for customers with active GMPCS airtime accounts and \$109 for non customers. This amount equals one hour of labor and will be credited towards the final bill if customer authorizes repair.

By signing or e-mailing this form to GMPCS, the customer acknowledges and agrees to the following:

Pay the evaluation fee prior to evaluation.

After evaluation takes place, customer will receive a Quote and Repair Authorization Form (via Fax or E-mail) which needs to be filled out and faxed back within 30 days.

If GMPCS does not receive a Repair Authorization Form within 30 days after the GMPCS technician sends the quote, the equipment will be returned to the customer and return shipping charges will be applied to credit card supplied in this form.

### WARRANTY AGREEMENT:

All equipment submitted under warranty must be received before the warranty expiration date; otherwise, customer will be subject to current non-warranty standard repair prices. If during the evaluation process, it is found that your warranty has been voided, you will be invoiced for the full cost of the replacement item that was sent to you to replace failure equipment. Situations that can void a warranty include: misuse of equipment, accident or neglect including but not limited to dropping the product onto hard surfaces, immersion in or exposure to water, rain, extreme humidity or sand, exposure to heat, spills of food or liquid, or any alteration of any kind.

### NON – REPAIR OR NON – WARRANTY:

All returned merchandise will be subject to a re-stocking fee of 20%, in addition to applicable shipping, transaction and insurance fees. Prepaid Airtime is non-refundable. No equipment will be accepted for return later than 30 days of original purchased date, and proof of invoice will be required with equipment in order to received credit. Equipment returned without an RMA number will not be processed for credit.

CUSTOMER SIGNATURE X: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_

Return equipment to: 1501 Green Rd. Ste A-B Pompano Beach, FL 33064.

Phone No. 954-973-3100 Fax No. 954-973-4800