ADVANTECH B+B SMARTWORX

Repair Return Material Authorization Request Form

Note: Entire form must be completed in order to process your Repair Return Request. Serial numbers must be given below before a Repair RMA number can be issued.

All returns must have the RMA number clearly marked or shipment will be returned to sender. All returned product that was shipped in an ESD bag must be returned in an ESD bag. If unsure of ESD requirements, contact Tech Support.

RMA Contact Person		Company		Date	
Telephone			e-mail		

Technical Contact Person	
Telephone		e-mail	

Bill to Address (if out of Warranty)				Ship to Address (if different)			
Company Name				Company Name			
Address				Address			
City		State/Prov		City		State/Prov	
Country		Zip/Post		Country		Zip/Post	

If the repair is not covered by warranty, do you want a quotation before repairing?   ☐ Yes   ☐ No

Information on Returning Items (Additional documents may be attached directly to this form by clicking the paper clip in left pane.)

	Model Number	Serial Number	Sales Order Number	Sales Order Date
1				
2				
3				

Please check the box that best describes the issue or symptoms observed:

☐	Modification request	☐	Data transfer issue	☐	Connector, cable, or port issue
☐	Cosmetic issues	☐	Communication or link error	☐	Dimensional or fit issue
☐	Labeling defect	☐	Wireless connectivity issue	☐	Compliance or regulatory issue
☐	Damaged in shipment	☐	Powering or battery issues	☐	Missing accessories
☐	Does not meet specification	☐	LED issue	☐	Overheating or burning
☐	Power surge or lightning	☐	EM interference	☐	B+B Smartworx recall
☐	Firmware issue	☐	Missing specified feature	☐	Other (Please describe below)
☐	Programming issue	☐	Incorrect assembly		
☐	Software issue	☐	Water/moisture ingress or corrosion		

Please provide further information describing the issue, symptoms, configuration, reproducibility, environment, etc. (required)

Did the product work properly when first used?   ☐ Yes   ☐ No

Operating System?   ☐ Windows XP   ☐ Windows 7   ☐ Windows 10   ☐ Linux   ☐ OS X
Other:_____

Have any changes been made to the product, application, or operating system since last working?   ☐ Yes   ☐ No   **If yes, please specify:**

Is there any 3rd-party hardware or software in use?   ☐ Yes   ☐ No   **If yes, please specify:**