



# Merchandise Return Authorization Form

Requests for RMA must be submitted by completing this form and FAX to 904-246-5670 or EMAIL to info@ellipsesecurity.com

Once you have received your RMA # you will have 15 calendar days to return the product to the address below. For manufacturer repairs, an alternate address may be given. Please call us at 904-246-5672 with any questions regarding returns or repairs.

### ALL RETURNS:

Must obtain an assigned RMA# and RMA must be written on outside of box. Products returned after 30 days may be subject to a restocking fee. Must include ALL original power cords, software, manuals, CD's, etc. Must be returned in original packaging in re-sellable condition. Products returned missing parts, or resale materials may be subject to a restocking fee. Product must be packaged properly to avoid shipping damage. No returns after 60 days.

### SHIP ALL PRODUCT TO:

Ellipse Security, Inc.  
11221 St. Johns Industrial Pkwy South,  
Suite #3  
Jacksonville, FL.  
32246  
904-246-5670 FAX

### ALL REPAIRS:

Must obtain an assigned RMA# and RMA must be written on outside of box. Must include copy of invoice. Warranty repair from 1 year of invoice date on New Items, 60 days on Refurbished items, unless otherwise noted.

|                          |       |               |          |
|--------------------------|-------|---------------|----------|
| Name                     |       |               |          |
| Company                  |       |               |          |
| Phone #                  |       | Fax #         |          |
| Address                  |       |               |          |
| City                     | State |               | Zip Code |
| Invoice #                |       | Purchase Date |          |
| Model #                  |       |               | Quantity |
| Reason for Return/Repair |       |               |          |

Please check one:

- Credit (less than 30 days from invoice date)
- Warranty Repair
- Charged Repair
- Other

**"I have read and understand Ellipse Security's return policy and limited warranty"**

Name \_\_\_\_\_ Date \_\_\_\_\_

For Ellipse Use:

RMA # \_\_\_\_\_ Date Issued \_\_\_\_\_