



Merchandise Return Authorization Form

Requests for RMA must be submitted by completing this form.

Fax to 904-996-0091 or EMAIL to info@ellipsesecurity.com

Once you've received your RMA number, you will have 15 calendar days to return the product to the address below. For manufacturer repairs, an alternate address may be given. Please don't hesitate to call us at 904-996-0061 with questions regarding returns or repairs.

ALL RETURNS

One must obtain an assigned RMA number and when mailing back merchandise, the RMA number must be written on the outside of box (mailing parcel). Products returned after 30 days may be subject to a restocking fee. One must include ALL original power cords, software, manuals, CD's etc. And items must be returned in original packaging in resellable condition. Products returned with missing parts, or resale materials may be subject to a restocking fee. Products must be packaged properly to avoid shipping damage. **Do not use the product packaging as a shipping box.** Returns after 60 days are not acceptable.

SHIP ALL PRODUCTS TO: Ellipse Security, Inc. 8933 Western Way Suite 6 Jacksonville, FL 32256 904-246-5670 (FAX)	ALL REPAIRS: Must obtain an assigned RMA# and RMA must be written on outside of shipping box. Please include a copy of invoice- note: Warranty repair from 1 year of invoice date on New Items, 60 days on Refurbished items unless otherwise noted.
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Date: _____

Company (if applicable): _____

Phone #: _____

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:
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