



800 Parker Square • Suite 200 • Flower Mound, TX 75028
888.894.RUSH (7874)

Return Material Authorization (RMA) Policy & Procedures

- 1.** All non-warranty repairs incur a minimum diagnostic and handling charge of \$150.00 plus shipping. If additional parts and/or labor charges are required, we will contact you by e-mail for approval to proceed. To receive an RMA number you must complete the attached RMA Request Form (page 2) and pre-approve the minimum diagnostic charge. Your account will not be charged until all repairs are complete and the unit is ready for return shipment. All repaired systems/components will be shipped back using the return shipping method selected (page 2), and billed to the authorized credit card.
- 2.** All warranty repairs require the completion and submission of the RMA Request Form (page 2), but the credit card information and signature are not required. You must ship the products to RUSHWORKS within ten (10) days of the date that an RMA number is issued. Further, you are responsible for the following:
 - a.** Items you are returning to RUSHWORKS should be packaged in their original shipping containers. If this is not possible, appropriate packaging may be requested from RUSHWORKS and shipped to your location.
 - b.** All items returned to RUSHWORKS must be shipped freight prepaid, and insured for the full cost of replacement. RUSHWORKS does not accept responsibility for shipping damage and will refuse to accept damaged packages.
 - c.** All shipping containers must be clearly marked with the RUSHWORKS-issued RMA number on the exterior of the packaging. Shipments without a clearly visible RMA number on the box or label may be refused.
 - d.** No later than the day the shipment departs, send an email to accounts@RUSHWORKS.tv with the carrier tracking number and delivery service selection of the RMA shipment (e.g. FedEx Next Day, UPS 2-Day, etc.).
- 3.** We strive to complete repairs within five (5) business days of receipt, subject to parts availability from vendors. In certain cases, due to parts unavailability or other circumstances, it may not be possible for us to repair your product in this time window. You will be contacted if more time is required.

For all out-of-warranty services, the customer prepays shipping fees to RUSHWORKS. For return shipping of all repaired items, RUSHWORKS will contact the customer to determine the desired return shipping method, and obtain customer's shipper account number for billing purposes.

All repaired or replaced parts and systems - both new and refurbished - are inspected and tested for quality, and carry a one-year warranty from the date of installation. We warrant all hardware repairs to be free from defects in material and workmanship for a period of 90 days (unless otherwise stated). Repairs are warranted for the reported failure or parts ONLY.

- 6.** International customers are responsible for all forwarding, shipping, customs, duties and taxes - both to and from RUSHWORKS corporate offices.

Return Material Authorization (RMA) Request

This form must be completed in full, signed and returned via fax or emailed as a document to RUSHWORKS. We cannot accept products for repair or evaluation without a completed request.

Date	
Company	
Contact	
Phone	
Fax	
Email	
Ship To:	
Bill To: (if different)	
Product Model	
Serial Number	
Return ship method:	
Credit Card Type	
Cardholder Name	
Card Number	
Expiration Date	
Security Code (3-digit)	
Billing Address Zip Code	
Describe the Issue:	

I authorize RUSHWORKSS to charge my credit card for all product repair charges and return shipping charges to the location listed.

Signature _____

Date: _____

**Please SIGN and DATE this form and fax or email it to 972.899.8140
An RMA# will NOT be issued without signature and date.**