

OFFICE USE ONLY

RMA#:

RMA EXP:

RPLMT S/N:

INSTRUCTIONS: 1) Complete this form with all required information. 2) Submit via email to RMA@calyptix.com or fax to 704-971-8990. 3) A Calyptix representative should contact you via email within one business day with an RMA number and further instructions.

Date:

Email:

Company (partner):

Phone:

Full name:

RMA REQUESTED FOR

Replacement

Return

Refund (eligible within evaluation period)

Repair (customer pays all repair & shipping costs)

Device S/N (10-digit):

Description of problem:

Company (end-customer):

Warranty exp. date:

REPLACEMENT SHIPPING ADDRESS

Company name:

City:

Contact name:

State:

Street 1:

Zip code:

Street 2:

Country:

SHIPPING METHOD

	UPS Ground / SurePost	1-5 Business Days	Delivery based on distance
	UPS Next Day Air Early*	Next Business Day	Delivery as early as 8:00 a.m.
	UPS Next Day Air*	Next Business Day	Delivery typically by 10:30 a.m.
	UPS Next Day Air Saver*	Next Business Day	Delivery typically by 3:00 p.m.
	UPS 2nd Day Air A.M.*	2 Business Days	Delivery typically by 10:30 a.m.
	UPS 2nd Day Air*	2 Business Days	Delivery typically by end of day
	UPS 3 Day Select*	3 Business Days	Delivery by end of the day

*(Additional fees apply)

NOTE: ALL RMA RETURN SHIPMENTS MUST INCLUDE ALL THE ITEMS ORIGINALLY SHIPPED WITH THE DEVICE TO BE CREDITED PROPERLY AND AVOID FEES. A VALID HARDWARE WARRANTY IS REQUIRED TO AVOID ASSOCIATED CHARGES.

By submitting this RMA request to a Calyptix Security representative, you authorize Calyptix Security to return the hard drive and related sensitive data on it to the manufacturer and release Calyptix Security from any liability associated therewith. In the case of replacement units, you also authorize Calyptix Security to ship a replacement unit to you under the Hardware Warranty or Extended Hardware Warranty. **You agree that if the RMA unit is not returned within 21 days then Calyptix Security can charge your credit card or bank account on file for the full retail price of the replacement unit plus shipping/handling cost.**

I do not authorize Calyptix Security to return the hard drive to the manufacturer; instead I agree to purchase a new hard drive from Calyptix Security and direct Calyptix Security to destroy the old hard drive (starting at \$65.00).