

RMA Policy:

Neptune products are to be free of manufacturing defects for 1 year from the date of purchase, and may be returned for repair and/or replacement. Customer abuse, physical/water damage, and purchases outside of 1 year will carry a repair fee.

Neptune Systems will not return RMA (Return Merchandise Authorization) products deemed hazardous and/or unsafe back to the customer if the repair charges are declined.

Please return using the following steps:

1. Contact Neptune Systems Customer/Technical Support Service via email at support@neptunesystem.com to obtain an RMA number.
2. Fill out the Return Merchandise Authorization Form in its entirety. Place the RMA Form in the box with the item(s) being returned. (RMA will not be processed without this form.)
3. Return the authorized item(s) per shipping instructions.
4. Be sure to include copy of sales receipt for proof of warranty, if applicable. Our Repair Department will not process your request under warranty without proper proof of purchase.)
5. You will be contacted with the cost of the repair if item is not covered under warranty.

Please note: You have the option to purchase other items and have them shipped back with your RMA. Additional freight charges will apply.



Return Merchandise Authorization (RMA) Form

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Return Shipping Address if different from above: (Shipping address must be a US address)

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone Number: _____

RMA No. _____ Date Issued _____ Ticket # _____

(Obtained from Neptune Systems Customer Support Service)

Warranty Information (Copy of sales receipt must be included with RMA, if applicable)

Business Purchased From	Date of Purchase	Invoice/Sales Order #

Items Returned for Repair/Replacement (both warrantied and non-warrantied items)

Product	Serial #	Reason for Return/Repair

Shipping Instructions:

1. Be sure to obtain an RMA and clearly mark the outside of the box with this number.
2. Ship only the items that are authorized
3. Ship returned items to:

(Cut along dotted line and attach to the top of package)

Name _____

Address _____

City _____ State _____ Zip _____

Neptune Systems
Attn: RMA Department
15750 Vineyard Blvd, Suite #150
Morgan Hill, CA 95037

RMA# _____