

Reseller Company Name:

Reseller Contact Name:

End User Name:

Phone Number/E-Mail:

Model Number(s) Returning:

Serial Number(s) Returning:

List Issues:

Shipping recipient name/company:

Ship to address:

City:

State:

Zip:

Shipping method: **Ground** **2 Day** **Overnight***

Additional Charges Apply*

Use client's FedEx Account Number:

Standard Warranty

Instructions for requests for repairs on terminals that are covered by the Standard Warranty:

Partner must provide a copy of the original invoice for the unit that is being requested to be covered under a warranty repair. Partner pays shipping to Synel Americas, Synel Americas pays ground return shipping. Depot repair warranty is valid for twelve (12) months from the invoice date for all standard terminals and software.

Terminals Outside of Warranty

Instructions for requests for repairs on terminals that are outside of the Standard Warranty period:

1. For repair work call Synel Americas Technical Support directly at 480-374-7730.
2. By signing this form you authorize Synel Americas to repair this terminal at a minimum diagnostic fee of \$150 for all HandPunch terminals and \$100 for any other terminal. If it is determined that the repair charge will be in excess of the minimum \$150/\$100 diagnostic fee, you will be contacted and given a quote on the actual cost.
3. If after being provided the quote you choose not to proceed with the repair, a minimum diagnostic fee of \$150 for HandPunch terminals or \$100 for all other terminals will be charged.
4. RMAs will not be issued on products that have reached EOL (End Of Life).
5. All repaired terminals are covered for ninety (90) days under our warranty on repairs policy.
6. RMAs without authorization for more than 45 days become the property of Synel Americas.
7. If this is a DOA exchange, the terminal must be returned in its original (undamaged) box and include all accessories. Missing accessories will be charged back to the sender.
8. *Additional freight charges apply for non-warranty repairs OR for any freight service faster than ground service on all warranty repairs.

I, _____, hereby request an RMA and accept the fees and above policies.

Repair address: Synel Americas | 8665 E. Hartford Dr, Suite 100 | Scottsdale, AZ | 85255