

IMPORTANT RMA PROCEDURES

1. Complete this RMA Form with a description of the problem(s) with your product.
2. Check your receipt to make sure your item is still in warranty.
2. Return this completed RMA Form. A copy of the original purchase invoice may be requested.
3. If requested, all returning product(s) must match with its original invoice description.
4. A RMA Dept. Representative will e-mail you either a RMA number, or a reason for RMA denial.
5. Only after you receive a RMA number, return your defective product(s) to **EZ Child ID**.
6. This RMA process is for replacement/repair of defective memory products only.
7. Your RMA number is valid from the date of issue, and not to exceed beyond the warranty period.
8. Please write your RMA number on the outside of your shipping box (on the address line).

Complete this form and FAX it to EZ Child ID 313-531-1717

Company _____ Invoice# _____ Serial # _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Contact Person _____

E-mail _____

Item Returning: Complete EZ Child ID System Printer Camera
 Finger Print Scanner Laptop
 Keyboard Mouse Other _____

Is your item still within the warranty period? Yes / No / Not Sure *(circle one)*

Will we be shipping replacement product to the address listed above? Yes / No *(circle one)*

<p><u>For RMA Use Only</u></p> <p>RMA # _____</p> <p>Issue Date _____</p>
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Reason for Return

- Pack the item(s) securely. All returned products should be in the condition they were received in, as well as in their original manufacturer's packaging. We require at least 2 inches of large bubble wrap to protect your child id system in shipping. If you do not have the original package remember to use plenty of bubble wrap / foam / cushioning material. *(see photo below)*
- Please include the return form below with a copy of your receipt.
- If you are sending back an entire EZ Mobile ID system make sure you have plenty of bubble wrap on the inside of the case to protect the computer and the printer. *(see photo below)*
- Send your package insured. (Please note that shipping charges cannot be refunded). If we receive your child id unit or component and it has physical damage it will not be covered under warranty.

EZ Child ID Packing Instructions



- use foam inserts or bubble wrap for shipping product back to EZ Child ID
- Make sure all components are secure before sending the unit out
- Individually wrap child id unit with bubble wrap
- Use a minimum of 2 inches bubble wrap around the entire system..
- Use double wall corrugated box for shipping
- **Send your package insured.**

