

RMA (RETURN MATERIAL AUTHORIZATION) REQUEST

Please complete all six steps in their entirety in order to accurately process the RMA request.

1. **AGENCY INFORMATION:** Where BI Incorporated should return repaired/replaced equipment.

Date: _____ Agency Name: _____

Customer/Agency Number: _____ Contact Name: _____

Agency Address: _____

Phone #: _____ Email: _____

2. **PRODUCT INFORMATION:** A Reason for Return is required for all serial numbers.

Serial Number	Reason for Return	Serial Number	Reason for Return
1.		11.	
2.		12.	
3.		13.	
4.		14.	
5.		15.	
6.		16.	
7.		17.	
8.		18.	
9.		19.	
10.		20.	

3. **REPLACE EQUIPMENT:** No Yes, Order # _____

4. Click _____ to email the RMA Request. You will receive an email response with your RMA number. The RMA number is valid for 30 days from the date it was emailed to you.

5. **RMA Instructions:** In order to track and expedite the service process, a RMA form must accompany each equipment shipping case returned for service.

- Record the RMA number in the space provided on the RMA form. Complete the RMA form.
- Make a copy of the completed RMA form, and retain it for you records.
- Pack equipment in the original shipping case. Remember to return all accessories including the power, phone, and charger cords. Please leave the straps, batteries, latches, and rails on the unit. An installation kit and/or supplies for a new installation will be returned with the unit.
- **NOTE: For units exposed to a biohazard risk such as TB, HIV, or Hepatitis, please place the unit in a plastic bag prior to packing in the original shipping case.**
- Enclose the RMA form in the shipping case with the equipment.
- Using a Fed Ex label, ship the equipment to: BI Incorporated, 6265 Gunbarrel Avenue, Suite B, Boulder, CO, 80301.
- Contact Customer Business Service Monday through Friday between 7:00 am - 5:00 pm Mountain Time at **800.241.5178 option 2** for any information regarding serviced equipment.

6. **FED EX INFORMATION:**

Select one: Agency will contact Fed Ex for Pick-up.
 BI will contact Fed Ex for Pick-up. Please complete information below.

Fed Ex Pick-up Address: _____

Special Instructions: _____

Total number of boxes: _____ Please enter the Fed Ex Receipt number below.

Fed Ex Receipt Number	Fed Ex Receipt Number	Fed Ex Receipt Number	Fed Ex Receipt Number
1.)	2.)	3.)	4.)
5.)	6.)	7.)	8.)

BI INCORPORATED PRODUCT SERVICE POLICY STATEMENT

For non-warranty customers, BI will fax an assessment with an accurate invoice amount for repair. For customer-owned equipment that is not under warranty, a minimum \$50 per unit charge will be applied for all equipment returned for estimate—even if no repair is authorized (charge does not apply to BI-owned equipment or leased equipment under warranty).