



Return Material Authorization (RMA)

Please return page 2 completed and signed via email to rma@encomwireless.com or fax to 403-276-9575

RMA Terms & Conditions

1. RMA authorization number is valid for 30 days only from the date of issue.
2. Items within our warranty period will be shipped back at no cost. Warranty information can be found on our website at www.encomwireless.com/support_warranty.html
3. Items out of our warranty period will incur a minimum charge of \$250 for repairs (even if no fault has been found) and all shipping charges will have to be paid by the customer.
4. To speed up the RMA process, please follow our RMA procedure and shipping instructions. If instructions are not followed there could be a delay in processing your RMA and you may incur additional costs (administrative charges).
5. All items returning for a sales credit or exchange are subject to a minimum 25% restocking fee.

Procedure

1. Read page 1, complete and sign page 2, and fax or email it back.
2. Before shipping, please wait until we contact you with the assigned RMA#.
3. Ship the items to our RMA department whilst including this form in your shipment.

Shipping

1. Ship only products listed on this form.
2. Products must be packed appropriately to avoid damages. ENCOM will not be responsible for any damages or lost items.
3. Products should be shipped **PREPAID & BY AIR**. All costs must be covered by the shipper (duties, taxes & shipping charges).
4. All packages and customs paperwork must be marked with "**CANADIAN GOODS RETURNING FOR REPAIR**"
5. RMA-number must be written on the box.

PAGE 1 OF 2

7, 640-42 AVENUE NE
CALGARY, AB CANADA T2E 7J9
encomwireless.com

P: (403) 230-1122
F: (403) 276-9575
encom@encomwireless.com

ENCOM™

Wireless Data Solutions



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Please list all equipment being returned including serial number (required).

ENCOM Model Number	Serial Number	Qty	Fault description or reason for return

If you require additional space please copy this page or attach a separate sheet

Customer information

Contact Name			
Dealer Name			
Address			
Phone number		Fax Number	
Email address		Sales Representative at ENCOM	
Federal Tax ID #			
Ship to address for the repaired goods (if different from above)			

Ship to: ENCOM Wireless Data Solutions Inc.
Attn. RMA Department
#7, 640 – 42 Avenue NE
Calgary, AB T2E 7J9

Federal Tax ID# 119347342RT0001

RMA# Assigned

Valid for 30 days from:

Case Number (office use only)

Please read the RMA terms and conditions on page 1 and sign below to indicate your agreement.

Customer's Signature _____ Date _____

PLEASE INCLUDE A SIGNED COPY OF THIS FORM WITH YOUR SHIPMENT

PAGE 2 OF 2