

205 South Flower Street
Burbank, CA 91502
USA
T 818.840.9484
F 818.840.9485
info@gilderfluke.com
www.gilderfluke.com

Request for RMA Number

There are eleven (11) steps to follow in receiving a RMA number. Please read each step BEFORE filling out the form or contacting us for a RMA. To receive your RMA number, you may contact us by telephone, fax, email or website.

by telephone:	to 818.840.9484	by fax:	to 818.840.9485
by email:	to donna@gilderfluke.com	online:	see below

In order to return a product for repair, please complete and submit the Return Material Authorization (RMA) Request Form below and a Gilderfluke & Co. RMA representative will contact you regarding your submittal.

1. FOR DOMESTIC CUSTOMERS ONLY. BEFORE you can request a RMA number, it is imperative that you first speak with one of our certified Gilderfluke & Co. technicians. If what you are experiencing could not be fixed over the phone, the technician will be able to authorize the return of your equipment for repair. He or she will inform you of your RMA number. Follow steps 2 - 11.

FOR INTERNATIONAL CUSTOMERS, follow steps 2 - 11.

2. When you fill out the repair request form, please be sure to provide complete 'contact information' and 'repair request information.'

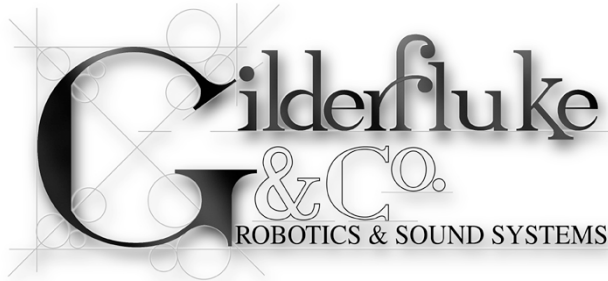
3. If you do not fill out the shipping information on the form, then the repaired product(s) will be shipped to the address provided in the requestor's information section.

4. In order to shorten the repair time, you should include the product name, serial number, and complete problem description on the RMA request form.

5. You will be assigned a RMA number after submitting the RMA request form. Be sure to record the RMA number for future use.

6. During the repair process period, customers can use their RMA number to track the progress of their RMA case via telephone (818.840.9484) or via email (info@gilderfluke.com)

7. Most repairs take approximately 10 business days to complete. You can expect repaired products to be shipped back to you within 15 business days, with the exception of products that Gilderfluke & Co. resells. For the products that we resell, the turn around time can be as long as 30 days (depending on original manufacture).



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FOR INTERNATIONAL CUSTOMERS: To facilitate the processing time when your products go through customs, and to avoid paying extra taxes, we HIGHLY RECOMMEND that you use the product's original shipping box or equivalent when returning products to Gilderfluke & Co. for repair.

8. Gilderfluke & Co. will provide a No Charge service for Gilderfluke & Co. products which are warranted against internal failure for a period of one year from the purchase date. This includes the cost of freight. (For products that we resell, you must call to determine the warranty period).

8.1. Gilderfluke & Co., Inc. places serial numbers on all of our products that we manufacture and resell. This serial number records the purchaser's name, date of purchase, hardware version, firmware version, etc. Removal of the serial number or inaccessibility of the serial number voids the warranty. If we are unable to verify the purchase date, the product is deemed to not be under warranty.

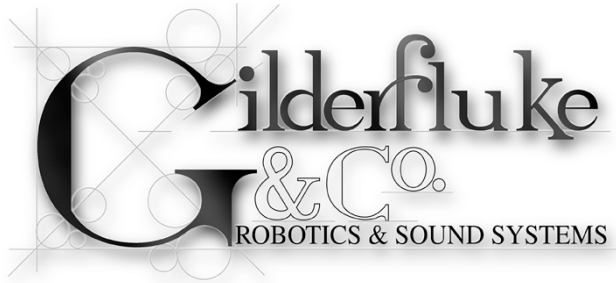
9. The customer must cover the cost of repairing products that are not under warranty, or were damaged due to misuse or improper installation, or removes or hides the serial number (see 8.1 above).

10. A detailed repair report is included with each repaired product when shipped back to the customer.

11. Shipping Instructions.

- Please return equipment in original boxes, if possible.
- Include a copy of your RMA confirmation email as your packing slip for your returned equipment.
- Ship to:

Attn: RMA # _____ (You will receive a RMA number from a Gilderfluke & Co. Representative)
GILDERFLUKE & CO., INC.
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requestor's information

Name

Address 1

Address 2

City

State

Postal Code

Country

Email address

Telephone

Fax

Gilderfluke Technician's Name

Dates you called in for Technical Support

Your RMA Number (insert here)

billing information

Contact Name

Address 1

Address 2

City

State

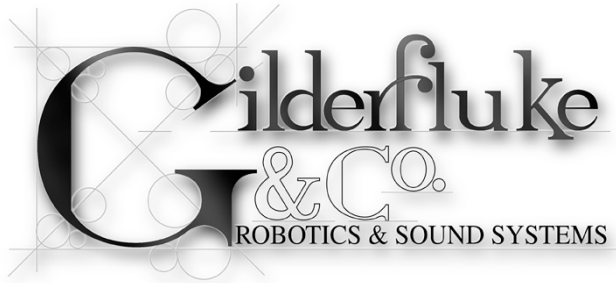
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shipping information

Contact Name

Address 1

Address 2

City

State

Postal Code

Country

Email address

Telephone

Fax

payment information

Payment information is required if the returned product is not under warranty because it has expired and/or damaged due to misuse or improper installation.

- Credit Card Number/Expiration Date

Name on card/Billing address

- Purchase Order (terms established)

- COD

freight information

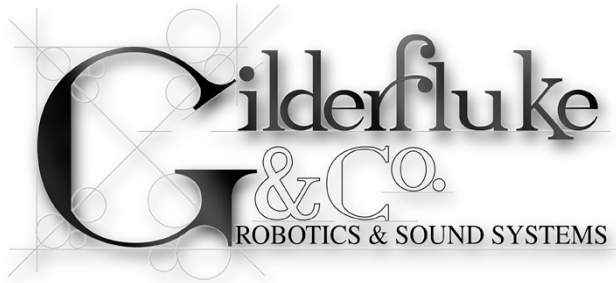
Domestic Shipping: We use UPS for Ground shipments and FedEx for overnight shipments.

International Shipping: We use DHL

If you desire Gilderfluke & Co. to ship your product(s) different than what has been outlined above, please specify here.

Carrier: ___ UPS ___ Fed Ex ___ DHL

Your account number: _____



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Problem Summary Report

required product information

Model #

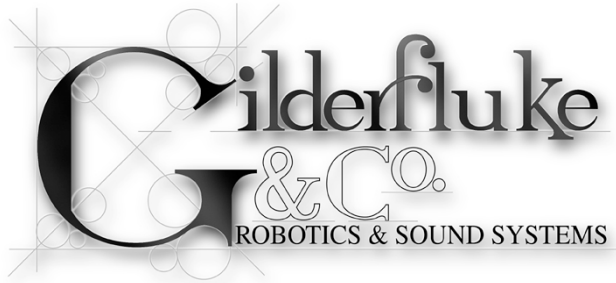
Serial #

Reason for repair/return:

Model #

Serial #

Reason for repair/return:



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