



# Return Merchandise Authorization

The purpose of this document is to provide information regarding servicing of Logic Controls products to enable you, the Customer, to easily process material returns in the event your Logic Controls product needs servicing. We strive in providing the most comprehensive information possible but if you have any further questions regarding the contents of this procedure, please email us: [support@logiccontrols.com](mailto:support@logiccontrols.com)

## Gathering the Product Information

Prior to the return of any products **within 30 days** you must contact the Vendor who sold you the equipment having the following information readily available:

Customer information	Serviced materials will be returned to the contact below		
Company name/ Contact person:			
Address:			
City, State:		ZIP:	Country:
TEL:	FAX:	Email:	

Return information			
Product name:		Serial #:	
RMA #:		Failure date:	
Description of failure:			

**Regard in the Return Material Information:** Warranties cannot be honored for products in which serial numbers or other means of identification have been altered or removed. The Customer is responsible for maintaining copies of invoices, which many be further required to support a warranty claim. When describing the products failure, please be as specific as possible.