**CONTACT INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Primary Contact Name |   | Email |   |
| Company Name |   |
| Phone |   | Cell |   | Fax |   |

**BILLING INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Billing Contact Name |   | Email |   |
| Company Name |   |
| Address |    |
| City |   | Prov./State |   | Country |   |
| Postal / Zip Code |   | Phone |   | Fax |   |

**SHIPPING INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Primary Contact Name |   | Email |   |
| Company Name |   |
| Address |    |
| City |   | Prov./State |   | Country |   |
| Postal / Zip Code |   | Phone |   | Fax |   |
| Ship Method |   | Courier |   | Acct # |   |

*\*If you wish Guardian Telecom to use our courier and bill cost, please indicate “Guardian” under Courier.*

**PRODUCT INFORMATION** *(Attach any additional relevant info as you wish)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QYT** | **Model** | **Serial Number** | **Purchase Order** | **Reason for Return** |
|  |  |   |  |  |
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On completion of this form, please return to Guardian Telecom by E-Mail (rma@guardiantelecom.com) or by fax 403-253-4967

**PRODUCT AND WARRANTY RETURNS *(For full policy, please refer to our website)***

Guardian Telecom, is committed to ensure that all products are quality tested and inspected prior to shipment from the factory and are in full working order when shipped. Guardian Telecom warrants that its products are free from defective workmanship and materials. Guardian Telecom will, within five years from the date of final sale to the customer, replace or repair such products provided they are returned to our facilities for examination. This warranty does not extend to any items that are deemed to have been misused, modified, neglected, improperly specified, improperly installed, or used in violation of instructions or specifications approved by Guardian Telecom. Any product returned requiring warranty service, repair, or credit must reference a Returned Materials Authorization number (RMA #) which must be obtained from the manufacturer prior to the customer shipping a product to our facilities.

**NOTE**: RMA Numbers are active for 30 days max. If product is not received within this period, the RMA will be automatically cancelled. On completion of assessment and Guardian Telecom’s submittal of service quote, items not acted upon within 90days will be considered abandoned and disposed of appropriately.

**RMA RETURN INSTRUCTION**

Please use the following guide for the process and handling of your RMA items:

1. Package materials appropriately so as not to cause damage in shipping.   Use original packaging per RMA Policy requirements. Damage due to shipping will not be covered by warranty (if applicable).
2. Please Reference the RMA# clearly on the box / label so the product is routed appropriately and efficiently on receipt.
3. If possible please email a tracking number of the shipment.
4. Please reference the RMA# in the subject line of all on on-going email communications.
5. Ship to:

**Guardian Telecom**

#10, 2256 29 Street NE

Calgary, AB Canada T1Y-7G4

Telephone: 403-258-3100

**SAFETY CONSIDERATION: If your product is installed in a hazardous location. Please ensure all circuits are de-energized and/or the area is safe prior to removal of any covers.**