Returning a Product

If your product needs to be returned, the technical support representative will give you a Return Material Authorization (RMA) number.

☐ Record the RMA number for your own records.

☐ Write the RMA number on your package label.

☐ Fill out the Return Form on back of the form marked "Attention!" A complete form will greatly reduce the time it takes to return your package.

☐ Attach a copy of your original invoice to the form.

❖ *Warning:* If you don't include an invoice, products will be treated as out of warranty products and will be returned to you C.O.D. for the amount of the service charge.

When You Ship

If you don't have the original packing material, wrap the board in anti-static material (preferably the anti-static bag in which the card was originally shipped; however, aluminum foil will work fine). Pack it in a sturdy box cushioned with wadded papers (i.e. used computer paper or newspaper).

❖ *Warning:* If your product is damaged due to inadequate packing, your warranty will be void.

Include the return form and invoice.

Send the package, shipping prepaid, to:

RMA#__?__
Applied Engineering
Technical Support
3210 Belt Line Road, Suite 154
Dallas TX 75234

You should insure your package. Æ will not assume any responsibility for inadequate packing or loss or damage during shipping.

When We Receive

Our service department will use your completed form in an attempt to duplicate the problem.