



Return Materials Authorization Form

Company Name: \_\_\_\_\_

Account/Contract Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Return Address:

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Vessel Name: \_\_\_\_\_

IMO: \_\_\_\_\_

Manufacturer:

Type:

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Reported Issue

**Terms and Acknowledgement**

In obtaining an RMA number, you authorize Stratos to test your equipment for defects, diagnose hardware issues, and if necessary contact the manufacturer concerning estimated repair charges. The customer is responsible for payment of charges associated with shipping equipment to Stratos. For out-of-warranty returns, prior to performing a repair or issuing a replacement, Stratos will advise the customer of the repair estimate and obtain customer approval prior to performing work. All returns are subject to \$100 Administrative Processing Fee and return shipping charges if the unit is found by Stratos to be operational and without defect upon testing. Out-of-warranty returns are also subject to a minimum \$100 Processing Fee and return shipping charges. For in-warranty repairs, Stratos will pay the return shipping charges if the unit is deemed defective under the manufactures warranty. Customer is also responsible for payment of International Duties and Taxes. Stratos recommends that the complete terminal be returned to avoid additional shipping.

