

Return Material Authorization (RMA) Form

RMA Number:	Date Issued:
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Please Follow These Steps:

1. Fill out the entire section to the right of this box to receive an RMA number for **Repair / Replacement***.
2. Email the completed form to support@seco-larm.com to obtain an RMA number.
3. After receiving the RMA number, please enter it above, print this form, and include a copy in the package being returned keeping a copy for your records.

Company Name: _____

Contact Name: _____

SHIP TO Address: _____

City: _____ State / Province: _____

Zip / Postal Code: _____ Country: _____

Email: _____

Phone: _____

SHIPPING INSTRUCTIONS:

1. After receiving the RMA number, please clearly indicate this RMA number on the outside of each package returned.
2. Please ship the RMA to:
SECO-LARM USA INC.
16842 Millikan Ave.
Irvine, CA 92606 USA
3. Ship only the items that have been authorized.
4. PLEASE NOTE:
ANY PACKAGE RECEIVED BY SECO-LARM WITHOUT AN RMA NUMBER WILL BE REFUSED.
5. SECO-LARM is not responsible for any taxes and duties for RMAs from outside the USA.

***SECO-LARM will repair or replace items that are under warranty at SECO-LARM's discretion.
Please check to make sure the product is still under warranty before returning to SECO-LARM.**

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#	SECO-LARM PART NUMBER	QTY	DETAILED DESCRIPTION OF PROBLEM	SERIAL NO./ DATE CODE
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

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SECO-LARM Warranty: SECO-LARM products are warranted against defects in material and workmanship while used in normal service for 1 (one) year from the date of sale to the original customer. SECO-LARM's obligation is limited to the repair or replacement of any defective part. This Warranty is void if damage is caused by or attributed to acts of God, physical or electrical misuse or abuse, neglect, repair or alteration, improper or abnormal usage, or faulty installation, or if for any other reason SECO-LARM determines that such equipment is not operating properly as a result of causes other than defects in material and workmanship. The sole obligation of SECO-LARM and the purchaser's exclusive remedy, shall be limited to the replacement or repair only, at SECO-LARM's option. In no event shall SECO-LARM be liable for any special, collateral, incidental, or consequential personal or property damage of any kind to the purchaser or anyone else.

Note: Certain SECO-LARM products have longer warranty periods. Please consult the manual that came with the product or visit the product page on the SECO-LARM website (www.seco-larm.com) to confirm the warranty period.

Obtaining an RMA – Please visit www.seco-larm.com to obtain the RMA form. Please fill out the form completely and submit via email to: support@seco-larm.com. Once the completed RMA form is submitted, SECO-LARM will review, and if there are no questions, SECO-LARM will email back the RMA #. If there are any issues, a SECO-LARM technician will contact you to troubleshoot the product or to ask for further information. If technical support is unable to resolve all issues, an RMA number will be issued for further evaluation. SECO-LARM will not process warranty returns that are outside the warranty period.

Note: Please check the back of the product for the date code and serial number.

Packaging – All products authorized in the RMA must be returned as complete units. The proof of purchase must be included. If there is no proof of purchase included, then the warranty period will be determined by the product's manufacturing date code. Please package all the items appropriately to avoid being damaged during transit. Please clearly indicate the RMA number on the outside of each package returned. Please include the completed RMA form inside the package being returned. **IMPORTANT:** Any package received without an RMA # will be refused and sent back or disposed of at the discretion of SECO-LARM.

Freight – All Products to be returned must be sent transportation prepaid to SECO-LARM, and SECO-LARM will pay the ground outbound freight of the repaired product. For any export RMA (outside of USA), the customer will be responsible for taxes, duties, and prepaid ground freight to return all products to SECO-LARM.

Expiration – RMAs will expire if not returned within 30 days.