

WHAT IS AN RMA?

(Returned Material Authorization)

It is an authorization which allows our personnel to ship you replacement product, and which requires you, our end user, to return defective product to the repair center indicated below. Defective items must normally be received prior to shipment of any replacement parts. The RMA Number links product received to your property and allows proper crediting of this product to your property's account. THE RMA # IS VERY IMPORTANT.

NEVER send product to PERSONA® **without an RMA number**
because YOUR ACCOUNT WILL NOT RECEIVE PROPER CREDIT.
COD shipments **WILL NOT** be accepted.

HOW DO I OBTAIN AN RMA#?

Call your "easy access" 800 481-8464 and ask to speak with a PERSONA technical representative.

HOW DO I SHIP PRODUCT BEING RETURNED TO PERSONA?

1. Via most economical means available, **which provides you with a "tracking number" for your shipment.** In the event you must obtain a "proof of delivery" for the shipment, a tracking number will be necessary. Please be advised the US Postal Service AND some mailing services do not provide tracking numbers.
2. **Pack product PROPERLY to prevent damage** – Product must be individually wrapped to protect it against damage in shipping. Only complete product will be credited as returned – i.e. Remote Readers need to be complete with external relay board for you to receive credit.
Billing for replacement product we shipped you will be issued against your account if :
A) The product you return to the RMA center below is received damaged **OR**
B) It is not received by our personnel as a complete part
3. Shipping label/s **must show ALL RMA Nos. for product enclosed in the carton/s being returned. Place shipping label ON OUTSIDE of box with RMA No/s distinctly displayed. Place a copy of No/s inside Carton/s if you wish.** Call tags will only be issued should our company make a shipping error and need to retrieve that product.

WHERE DO I SHIP THE FAILED PRODUCT?

ADDRESS ALL RMA SHIPPING LABELS AND SHIP TO REPAIR LOCATION BELOW:

PERSONA - RMA # _____
110 Sargent Drive
New Haven, CT. 06511

WHO PAYS FREIGHT CHARGES?

All freight charges to PERSONA are the responsibility of the end user unless otherwise noted by our Tech / RMA representative. At this time, and as a courtesy, we pay ground charges for factory warranty product shipped to our end users. Airfreight charges are responsibility of the end user. Failure to request timely replacement (as soon as spare component is used) or having no spares can result in airfreight charges. Please request your RMA number/s as soon as possible to avoid airfreight charges.

*If you have any questions regarding a Returned Material Authorization or need assistance,
please call 800-481-8464.*