



WRITE YOUR RMA NUMBER HERE PRIOR TO RETURN:

## RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

Refer to [www.netgate.com/catalog/shipping.php](http://www.netgate.com/catalog/shipping.php) for our current Exchange, Refund and Warranty Policy. Please fill out this form and return it to [support@netgate.com](mailto:support@netgate.com) or fax it to us at 509 267 2369.

TODAY'S DATE	
YOUR NAME	
TITLE	
ORGANIZATION	
STREET ADDRESS	
ADDRESS (CONT.)	
CITY	
STATE/PROVINCE	
POSTAL CODE	
COUNTRY	
WORK PHONE	
FAX	
E-MAIL	
INVOICE IDENTIFIER (INVOICE #, PAYPAL TRANS ID)	
DATE OF PURCHASE	

### PRODUCT DETAILS

ITEM DESCRIPTION	MAC ID	QTY	REASON FOR RMA REQUEST	CODES
<b>Example:</b> 2511 CD PLUS EXT2	00026F055D95	1	Gold connector separated from card.	3-REPAIR 5-CROSS SHIP

Please provide any detailed explanations on a separate sheet as necessary.

If you do not want an immediate cross ship replacement unit, we will send your replacement via FedEx Ground once we have received your return.

(1) REFUND: Refund requests must be within 30 days of purchase. See exception on website at [www.netgate.com/shipping.php](http://www.netgate.com/shipping.php)

- (2) **EVEN EXCHANGE:** Even exchange replacement requests must be within 30 days of purchase. This covers any DOA, damaged or defective units within the first 30 days. After the first 30 days you are typically covered by a one year manufacturer's warranty.
- (3) **REPAIR:** Warranty Repair may be performed by Netgate or OEM. We will assist you with determining who is responsible for warranty repair.
- (4) **EXCHANGE FOR DIFFERENT PRODUCT:** Exchange for a different product within the first 30 days.
- (5) **CROSS SHIP:** Request advance replacement item be cross shipped immediately. Note: **CUSTOMER IS RESPONSIBLE FOR ADVANCE REPLACEMENT SHIPPING COSTS.** We can also ship using your UPS or FedEx number if you would prefer at no cost. [To receive an advance replacement please include the following information:](#)

CIRCLE ONE:	VISA    MASTERCARD    DISCOVER    JCB    AMEX
NAME ON CARD	
CREDIT CARD NUMBER	
EXPIRATION DATE	
SECURITY CODE (CCV)	
BILLING ADDRESS OF CREDIT CARD	
ADDRESS (CONT.)	
CITY	
STATE/PROVINCE	
ZIP / POSTAL CODE	
SHIP VIA FEDEX (CIRCLE ONE):	NEXT DAY AM, NEXT DAY PM, 2 <sup>ND</sup> DAY, 3 <sup>RD</sup> DAY, GROUND
SHIPPING ADDRESS (IF DIFFERENT)	
ADDRESS (CONT.)	
CITY	
STATE/PROVINCE	
ZIP / POSTAL CODE	
PHONE	
EMAIL	
CARDHOLDER SIGNATURE AND DATE	

BY MY SIGNATURE ABOVE, I AUTHORIZE NETGATE TO CHARGE MY CREDIT CARD AS LISTED.

[Under no circumstances will International shipping costs be covered by Netgate.](#)