



RETURN MATERIAL AUTHORIZATION INSTRUCTIONS

All Repairs, including Warranty and/or Maintenance repairs, require a RMA number and RMA form prior to the return of any item(s). The RMA form is attached below or can be downloaded from our website at any time (www.udatanet.com). The RMA number must be referenced on the RMA form, as well as on any additional documentation accompanying the item(s) being sent in for repair. Should you require a Repair Quote you may request one by simply noting "Repair Quote Needed" on the RMA form. Someone will contact you after the initial inspection.

1. Contact uData Net's McAllen Office to obtain a RMA number by either calling (800-610-6797) or by email (vbernal@udatanet.com).
2. The Billing & Shipping and Product sections of the RMA form are to be fully completed or a delay in processing may occur due to missing and/or inaccurate information. If your company is covered by an outside Service Agreement then uData Net must contact that company and obtain an approval prior to any repairs being made.
3. Place a copy of the completed RMA form inside the box with the item(s) being sent in for repair.
4. Please send all repairs to our McAllen Office only, as uData Net will not be responsible for items lost or sent to a wrong/old address.

NOTE:

All item(s) sent in for repair will be done at Sender's expense -No C.O.D shipments will be accepted. Once repaired, all items will be returned to Customer via DHL GROUND, unless otherwise specified by the customer on the RMA form.

Cut along the line below to create return label

RMA# _____
uData Net
Attn: JUAN BERNAL
3247 North 38TH Street
McAllen, Texas 78501-3301

Phone: (956) 631-5300 or (800) 610-6797



3247 North 38TH Street
 McAllen, Texas 78501-3301
 Phone: (956) 631-5300 / (800) 610-6797
 Fax: (956) 631-5193

RMA #: _____

uData Net Information

Recv'd Via: UPS / DHL / FedEx / USMail
 Date Recv'd: _____

Return Material Authorization

Billing & Shipping Information ~ To Be Completed By Customer

BILL TO: (Send Invoice To...) -If different from Ship To

Company Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Attn: _____
 Phone: _____ Fax: _____
 Email: _____
 Purchase Order #: _____
 Type of Payment: Credit Card - Company Check - ACH/Wire Tran.
 Credit Card #: _____ - _____ - _____ Exp Date: ____/____/____ 3 or 4 Digit Code: _____

SHIP TO: (Send Repaired Items to...)

Company Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Attn: _____
 Phone: _____ Fax: _____
 Email: _____
 Credit Cards accepted: Visa, MasterCard, Discover & AmEx

Product Information ~ To Be Completed By Customer

<u>Model #</u>	<u>Serial #</u>	<u>Description of Problem</u>
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	_____
9.	_____	_____
10.	_____	_____

Technician Evaluation & Resolution ~ To Be Completed By uData Net

<u>Model #</u>	<u>Serial #</u>	<u>Resolution Code(s)</u>	<u>New S/N</u>	<u>Warranty</u>	<u>Expiration</u>
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____
5.	_____	_____	_____	_____	_____
6.	_____	_____	_____	_____	_____
7.	_____	_____	_____	_____	_____
8.	_____	_____	_____	_____	_____
9.	_____	_____	_____	_____	_____
10.	_____	_____	_____	_____	_____

Technician: _____
 Quality Control: _____

Date Completed: _____
 Date Approved: _____