



**PARADISE
DATACOM**

RMA Request Form & Fault Report Sheet

Contact Paradise Datacom Support to attempt to resolve your issue. If your unit needs to be shipped back to the factory to further investigate the issue, a RMA number will be issued for the unit in question.

Complete this form, and e-mail to sales@paradisedata.com or fax to 814-238-3829. Include a copy of this form with the unit being shipped to the factory.

Company Name: _____

Contact Name: _____

Email Address: _____

Phone: _____

Fax: _____

Ship To Address: _____

Attention: _____

Bill To Address: _____

Model Number: _____

Serial Number: _____

Description of problem: _____

<p>RMA Number</p> <hr/> <p>As issued by Paradise Datacom Support</p>
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(Attach additional sheets if necessary)

Additional options to be installed while unit is back for repair (Requires Customer PO):

To avoid non-warranty shipping damage please assure that the units are packed with the original shipping materials and that these materials are in acceptable condition for transit back to the factory. Please write the RMA number on the outside of all shipping containers.

Send equipment to: **PARADISE DATACOM LLC**
328 Innovation Blvd. Suite 100
State College, PA 16803 USA
Attn: RMA # _____

Paradise Datacom charges an evaluation fee of \$325 US dollars per item. This fee is waived on warranty repairs where a problem is found. For non-warranty repairs the \$325 is included in the price of the repair.

<p>For International returns: Port of entry should be listed as JFK International Airport, and e-mail copies of export documents to Sales (sales@paradisedata.com) and to Mandy Shuey (mshuey@paradisedata.com)</p> <p>www.paradisedata.com (website) +814-238-3450 (Telephone) +814-238-3829 (Fax)</p> <p>Broker Information: R.L. Swearer Co. 115 McLaughlin Road Moon Township, PA 15108 USA CONTACT: Charles G. McAfee Phone: 412-269-1919 E-mail: cmcafee@rlswearer.com</p>
