

Return Material Authorization (RMA)

Company

Return Shipping Address

City

State

Zip/Post Code

Country

Contact

Email

Phone

Model Number	Serial Number	Failure Mode** (select the Mode 1-9)	Notes

**Failure Modes

1. Out of box Failure (never worked)
2. Product stopped working
(Describe in the **Notes** column)
3. No LED lights or won't power up
4. Cannot configure the radio
5. **Communication Issues:** Serial, Ethernet, over-the-air issues or Ethernet/Serial/diagnostic port not working (Describe in the **Notes** column)

6. Physical Damage or Missing Parts:

(Describe in the **Notes** column)

7. **Intermittent Issue:** (e.g., power, communications, etc.)
(Describe in the **Notes** column)
8. **Multiple Failure modes:** (Describe in the **Notes** column)
9. **Incorrect Configuration:** (e.g., wrong part, No Hop table)
(Describe in the **Notes** column)

Additional Information

If returning more than eight models, use this table to add them to the RMA.

[illegible]