

Finish Line Service

Fax RMA Request Form

Company Name:	Company Name:
Address:	Address:
Contact:	Contact:
Telephone:	Telephone:
Fax:	Fax:
Email:	Email:

Credit Card:	Check:
Card Number:	COD:
Name on Card:	Purchase Order:
Expiration Date:	User must have established terms with FLS Inc. to submit a purchase order for repair.

Purchase Order Number:	Account Number(Only for PO's):
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Manufacturer:	Manufacturer:
Model #:	Model #:
Part #:	Part #:
Serial#:	Serial#:
Problem:	Problem:

Valid Warranty:	Valid Warranty:
If product under contract (provide info below)	If product under contract (provide info below)
Contract Number:	Contract Number:

Manufacturer:	Manufacturer:
Model #:	Model #:
Part #:	Part #:
Serial#:	Serial#:
Problem:	Problem:

Valid Warranty:	Valid Warranty:
If product under contract (provide info below)	If product under contract (provide info below)
Contract Number:	Contract Number:

Manufacturer:	Manufacturer:
Model #:	Model #:
Part #:	Part #:
Serial#:	Serial#:
Problem:	Problem:
Valid Warranty:	Valid Warranty:
If product under contract (provide info below)	If product under contract (provide info below)
Contract Number:	Contract Number:
Manufacturer:	Manufacturer:
Model #:	Model #:
Part #:	Part #:
Serial#:	Serial#:
Problem:	Problem:
Valid Warranty:	Valid Warranty:
If product under contract (provide info below)	If product under contract (provide info below)
Contract Number:	Contract Number:

Note: RMA numbers are valid for ninety days from date of issuance. Our hours of operation allow for a quick response from 8 AM to 5 PM Monday through Friday, Central Standard Time. Night and holiday messaging is also available. You will receive a return call before noon the following business day. In order to process your warranty request expeditiously we require the following information:

Company Name & Address

Contact Name, Phone & Fax Number

Model, Part & Serial Number of Units in Need of Repair

Problem Description

Copy of the original dated, machine printed proof of purchase (POP) indicating the serial number of the unit purchase. Please post the assigned RMA number on the outside of each box and ship your unit to FLSINC. freight prepaid: Our factory trained technicians will guarantee the quality of your unit by using only authorized parts during the repair. After our turnaround of 2 - 5 working days, FLSINC. will ship the unit back to you freight prepaid FLSINC. provides you with two repair options for your out of warranty products. You have your choice of a 90-day repair warranty or a 12-month product warranty on your repaired products.

Exchange/Replacement Policy

90 Day Repair Warranty -- Starting at \$150* for a monochrome terminal and \$225* for a color terminal, our factory trained technicians will repair your product using only factory parts. The warranty for standard repairs is 90 days and covers only the original problem and solution. The warranty begins the day the repair is shipped to you. 12 Month Product Warranty - - Starting at \$175* for a monochrome terminal and \$265* for a color terminal, our factory trained technicians will repair your product using only factory parts. The warranty for this option is 12 months and covers any problem with the product. This 'warranty extension' will provide you with the same coverage as your original warranty. You will receive a certificate indicating the terms of the extension and dates of coverage. Certain limitations apply. ***Note:** This price does not include CRT replacement. In the event that a CRT requires replacement FLSINC. will notify you to obtain your approval before we proceed. The price for the replacement starts at \$50 for a monochrome CRT.

DOA Policy

The DOA policy is a program usually provided to end-users. This policy is 3 days from date of installation. If your product fails in the first 3 day from installation FLSINC. will repair or replace the product within a 48 hour turn around time. FLSINC. will do its best to help on a case by case basis.