



Motion Laboratories Inc. Return Authorization Form

In order to process repairs of your Motion Labs equipment in a timely manner, fill out the following information as accurately as possible and e-mail it back to us. Once received, an RA Number will be issued and emailed to the email provided. Multiple cables, handhelds and similar items can be combined into one line item, as long as they are the same length, number of channels, etc.

Company Name: _____

Contact Name: _____

Phone: _____

E-mail: _____

Ship-To Address: _____

Part Number(s): _____

Description of Problem: _____

Part Number(s): _____

Description of Problem: _____

Part Number(s): _____

Description of Problem: _____

Part Number(s): _____

Description of Problem: _____

Date item shipped: _____

Need by date*: _____

***Our standard lead time for repairs is 3 weeks from arrival date to ship date.**

Motion Laboratories Inc. General Return Policy

- ◆ All items returned must have a Return Authorization Number issued by Motion Labs Inc.
- ◆ All boxes with repair items must be clearly marked with this Return Authorization Number on the outside of the box.
- ◆ Repair items received without first being issued an RA number will be set aside until such time that we can determine why the item is being returned. Any items not marked are not subject to our standard lead time for repairs.
- ◆ Any items returned without an accurate description of reason for return will be subject to a 2 hour minimum diagnostic charge.

Motion Laboratories Inc. Cable Return Policy

- ◆ Please coil or otherwise separate each cable being returned, and mark length if it is not visible on sticker or marked on tape.
- ◆ Any cables not properly dressed and identified will be subject to a minimum handling charge.

Motion Laboratories Inc. Return Packaging Policy

- ◆ Please avoid using packing peanuts if at all possible, as particles can get into sensitive areas and potentially cause further damage to the items.
- ◆ Please do not ship multiple small items together in a box (ie. Rac Pacs, Stringer Boxes, etc), without sufficient packaging, as they are likely to get damaged in shipping.