



520 Furnace Dock Road, Cortlandt Manor, NY 10567, USA | Tel: 914 788 8877

---

Motion Laboratories  
Repair Return Authorization Form

In order to process repairs of your Motion Labs equipment in a timely manner, fill out the following information and email it to [CustomerService@motionlabs.com](mailto:CustomerService@motionlabs.com). Once received, an RA Number will be issued and sent to the email provided. Multiple cables, handhelds and similar items can be combined into one-line item, if they are the same length, number of channels, etc.

Company Name:

Ship to Address:

City:

State:

Zip:

Contact Name:

Phone:

Email:

Part #	Quantity	Description of Problem

Date item shipped to MLI:

Return 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.
- ◆ All boxes with repair items must be clearly marked with this Return Authorization Number on the out- side 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 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 (i.e. Rac Pacs, Stringer Boxes, etc.), without sufficient padding, as they are likely to get damaged in shipping.