



Fiplex Return Material Authorization

The following instructive has been created to guide our customers in the process of returning products when:

- Needs repair
- Needs replacement

Before returning any Fiplex product to our factory or offices, please **complete the Fiplex RMA form** online at: <http://fiplex.com/support/return-material-authorization/>

To verify if your product is under warranty, please read **Fiplex Sales Terms and Conditions**, at the following link: http://www.fiplex.com/download/Fiplex_Warranty_Terms_and_Conditions.pdf

Once you send the RMA form, a Fiplex representative will contact you with a unique *RMA number* and the address where your product should be sent for reparation or replacement.

Please note that *no returned product will be received by Fiplex if there is no RMA number assigned.*

Once you have your RMA number, you can ship the products to the given address.

Please include in your shipping labels:

- a. Company name
- b. Contact name
- c. Return shipping address
- d. RMA number

To assist in supplying a prompt response, please include any diagnostic or failure report you have created. Once the product is shipped to Fiplex, the customer must send all shipping information and tracking number to the Fiplex representative.

Once the product is received, Fiplex will inform you, by email, the estimated delivery time of the repaired or new product. If the product is no longer under warranty, a quote will be submitted. Please note that no RMA out of warranty will be processed until the quote has been approved, and a purchase order has been received by Fiplex.

Once the product is ready, Fiplex will send you an email with shipping details and tracking number.

www.fiplex.com • info@fiplex.com

North America Headquarters

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Europe & EMEA Office

Calle Medes, 4-6, Local.
08023 Barcelona.
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Ph: +34 93 551 9746
europe.sales@fiplex.com



How to complete the online RMA form

Go to: <http://fiplex.com/support/return-material-authorization/>
And complete all the information requested.

Contact

* Your Name & Last Name	*Company
* Your Email	Your Telephone Number

All notifications related to your product will be made through the *email* address and/or *telephone number* provided here.

Product Information

* Fiplex Model	*Fiplex Serial Number
Fiplex Model (2)	Fiplex Serial Number (2)
Fiplex Model (3)	Fiplex Serial Number (3)
Fiplex Model (4)	Fiplex Serial Number (4)
* Reason for Return	
*Description	
* Method of Shipment	

Under warranty?
Yes No

At the time of completing the *Product Information*, please include as much detail as possible about your product and the reasons why you are returning it to Fiplex.

You can include up to 4 (four) products per RMA form, as long as they are related to the same matter.

For more products, please complete as many RMA forms as needed.

The *Model* and *Serial Number* will help us to identify each of them during the process.

In the *description*, complete all details about the products, and the reason(s) to be returned.

Please check if they are or are not under *warranty*.

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Shipping

* Address
* City
* State
* ZIP
* Country

Billing

Same as Above:

Yes No

Address
City
State
ZIP
Country

The *shipping* address provided in the RMA form will be the final destination of the product when sent from Fiplex back to you, depending on the issue resolution (e.g. repair, replacement).

The *billing* address will be used for invoicing, when applicable.

Comments

* Write any comments

I accept Fiplex Warranty Terms and Conditions

M T X U

*Captcha

Send (* Required Fields)

Please fill in the information as complete as possible. The more complete the information is, the quicker we can process your RMA.

A *comments* space has been included within the RMA form to include additional details.

Mark the check box for Terms and Conditions acceptance.

Once the form is complete, send.

PV-0003 – RMA Customer Explanation.
Done by: ARD – 06-17-15
Revised by: MDG – 06-17-15
Approved by: MDG – 06-17-15

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