



Return Material Authorization (RMA)

RMA Instructions			For Internal Use Only			
1. Fill out the customer portion of this RMA form in its entirety 2. Email the completed form to RMA@instanteyerobotics.com 3. InstantEye Robotics will return the form to you with an RMA number and any special instructions 4. Return the authorized item(s) per the shipping instructions below 5. A quote (if necessary) for repairs will be provided after assessment of hardware			RMA Number			
			RMA Date			
			RMA Code			
			Return Code			
Shipping Contact Information		Billing Contact Information				
Contact Name		Contact Name				
Organization		Organization				
Address		Address				
Phone Number		Phone Number				
Email		Email				
Details on Material Being Returned						
Item or Part Number	Serial Number	Reason for Return				
Shipment Instructions		Return Shipment Instructions				
1. Include a copy of the completed RMA form inside the box (retain a copy for yourself) 2. Ship only items authorized on the RMA 3. Return items to: InstantEye Robotics Attention: RMA 6 Riverside Drive Andover, MA 01810 4. Do not ship batteries with equipment 5. Include SD card from ground station		Shipping Carrier (select one)				
		FedEx	UPS	DHL	Other	
		Type of Service * (select one)				
		Ground	Next Day	Second Day	Int'l Economy	Int'l Priority
		Special Instructions **				
Comments						
For International RMAs, the air waybill must state that the return is being shipped under ITAR Exemption 22 CFR 123.4(a)(1) for repairs. * Unless otherwise indicated, all repairs will be shipped ground or international economy. ** Include any additional information here, including if equipment must be returned by a certain date, customizations, or special instructions.						