

We apologize for the inconvenience of having problems with an Innovation First product.

Product Repair and Replacement Instructions

- 1 - Call the Innovation First Hotline at 903-453-0802 to report failed units.
- 2 - Innovation First will provide you with an RMA (Return Merchandise Authorization) number.
- 3 - Ship the failed unit and a completed Merchandise Return Form to our address at the end of this message.
- 4 - On the outside of the package, write the RMA number to prevent any delay of the return.
- 5 - Upon receipt of the failed unit, Innovation First will determine the nature of the failure, and respond with an e-mail informing you of our findings within 24 hours of receipt.
- 6 - If the failure is determined to be due to a manufacturer's defect, we will repair/replace and return the unit at no charge via UPS Ground.
- 7 - If, however, the failure was determined to be caused by factors other than manufacturer's defects, to include but not limited to:
 - application of reverse or improper voltage,
 - shorting the outputs,
 - components worn by use,
 - misuse or tampering,
 - suitability for a specific application,

then Innovation First will send you a quote for repair or replacement, if requested.

Shipping Address:

Innovation First Inc.
Attn: RMA Dept. (Your RMA Number)
1519 Interstate Highway 30 W
Greenville, Tx. 75402
Phone: 903-453-0802
Fax: 214-853-5687

Innovation First

Merchandise Return Form

Instructions:

1. Call Innovation First at 903-453-0802 to get an RMA (Return Merchandise Authorization) number. You must have an RMA number before returning any products.
2. Fill in the top half of this form.
3. Ship the product and this form to: Innovation First, Inc.
 Attn: RMA Department
 1519 Interstate Highway 30 West
 Greenville TX, 75402
- 4. RMA# Must Be on the Outside of the Package to prevent any delays.**

RMA Number		Order/Invoice #	
Name		Team Number	
Company Name		Evening phone	
Email Address			
Daytime Phone			
Fax Number			
Return Address			
Description of problem			

For Innovation First Use Only

Date Received	
Tested by	
Date Returned	
Repair Charge	
Failure Evaluation	
Action Taken	