

## RMA Application

Return Material Authorization (RMA) is needed to process any warranty for products. This document explains the procedure that must be followed in order to return any defective item for repair or replacement:

1. The client must complete the RMA form and fax or email it back to us. Comprehensive form filling is mandatory. Lack of information could extend the processing time.
2. Our RMA personnel will review your description for the problem and will authorize or reject the request with an explanation for further diagnostics.
3. If RMA is authorized, the customer will receive an RMA number for tracking.
4. With the RMA number, the customer must send the product and all the accessories belonging to such part number to the following address:

***11701 NW 102 Road, Suite 21, Medley, FL 33178***

Please make sure that the product is conveniently packaged.

5. NEWLINK replacements are usually shipped back to you from stock after 2 weeks for inspection and tests. If the equipment is not available in stock it could take additional time for replacement. Discontinued models could be repaired / changed without previous notice.
6. Shipping expenses are charged in Customer Credit Account or must be full paid at origin address. NEWLINK does not assume any shipping, freight or handling expenses without a specific authorization. Ask your Sales Representative or Local Distributor.

If you have any question or comments, please contact us at:  
305-477-8063 or via e-mail to [support@newlink-usa.com](mailto:support@newlink-usa.com)

