RETURN MERCHANDISE AUTHORIZATION REQUEST

THIS FORM IS ONLY FOR USE BY CUSTOMERS THAT HAVE A SECURA KEY CUSTOMER ACCOUNT.
IF YOU DO NOT HAVE AN ACCOUNT, PLEASE CONTACT THE DEALER OR DISTRIBUTOR THAT THE ITEM WAS PURCHASED FROM

Complete all information as applicable. Incomplete information will delay processing your request.

Company: _____   Date Requested: _____

Contact Name: _____   Contact e-mail: _____

Phone: (_____) _____   Fax: (_____) _____

Send RMA to: ☐ E-mail above   ☐ Fax # above   ☐ Other fax #: (_____) _____

The following is required if this is a request for Repair or Replacement:

Ship Repaired Item To Address:

Company: _____   Attn: _____

Address: _____

Floor/Suite #: _____   City, State, Zip: _____

Return Shipping Method: 2 day freight is no charge for warranty repair/replacement.
Non-warranty repair/replacement freight charges will be charged to you. Specify method:

☐ UPS   ☐ Other Shipper: _____   Acct.#: _____
    ☐ Red / Overnight   ☐ Blue / 2 Day   ☐ Orange / 3 Day   ☐ Ground

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☐ *I HAVE CONTACTED TECH SUPPORT AND RECEIVED CONFIRMATION THAT THE ITEM(S) BELOW ARE DEFECTIVE.*

Tech Support Ticket # (this is not the RMA #) _____

Returning Products to Secura Key:

Secura Key Part Number: _____   Serial # _____

Reason: _____

Secura Key Part Number: _____   Serial # _____

Reason: _____

Secura Key Part Number: _____   Serial # _____

Reason: _____

Secura Key Part Number: _____   Serial # _____

Reason: _____

Returning for:

☐ Non-Warranty Repair/Replacement - Flat Rate Charge

with PO # _____

PO must be:

a.) Faxed to us referring to the RMA #, or

b.) Sent with the defective item

We will not process the non-warranty repair or replacement without a purchase order.

☐ Warranty Return for Replacement

* In order to better serve our customers, Secura Key provides advanced replacements. The return of 2-year warranty defective products and non-warranty replacements is always required, and must be done within 30 days of the date of this RMA, or the customer account is subject to full cost of the replacement(s).

**PLEASE NOTE: Secura Key no longer issues call tags for the pick-up/return of items.
Customers will be required to return these items at their expense**