



RMA Department – RMA@SecuraKey.com
20301 Nordhoff Street Chatsworth, CA 91311-6112
Phone: 818-882-0020 • Fax: 877-850-3449

RETURN MERCHANDISE AUTHORIZATION REQUEST

Company: _____ Date Requested: _____

Contact Name: _____ Contact E-mail: _____

Phone: _____ Fax: _____

Send RMA To: E-mail above Fax # above Other: _____

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

Ship Repaired/Replaced Item To:
 Company: _____ Attn: _____
 Address: _____
 Floor/Suite #: _____ City, State, Zip: _____

Return Shipping Method: UPS Ground freight at no charge for warranty repair/replacement only. If any other shipper or upgrades are needed, you will be responsible for the cost. Specify method:

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

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:

Warranty Return for Replacement* Return for Credit**

**The return of the defective products covered under the 3-year warranty is always required, and must be done within 30 days of the date of this RMA. The customers account is subject to full cost of the replacement(s) should the items not be returned.*

*** At its sole discretion, Secura Key will issue a credit equal to the purchase price, minus 20% restocking charge, for all approved returns. Standard Products may only be returned for credit within 90 days of the date of purchase from Secura Key. The Product, must be new and in complete original factory packaging with the unbroken original seal. No Custom Products can be returned for credit for any reason other than for a warranted Product defect. See Terms & Conditions for full return for credit requirements.*

PLEASE NOTE: Secura Key does not issue call tags for the pick-up/return of items. Customers will be required to return these items at their expense.