

### RETURN MATERIALS AUTHORIZATION (RMA) REQUEST

**CONTACT INFORMATION**

Primary Contact Name		Email	
Company Name			
Phone		Cell	Fax

**BILLING INFORMATION**

Billing Contact Name		Email	
Company Name			
Address			
City	Prov/State	Country	
Postal / Zip Code	Phone	Fax	

**SHIPPING INFORMATION**

Primary Contact Name		Email	
Company Name			
Address			
City	Prov/State	Country	
Postal / Zip Code	Phone	Fax	
Ship Method	Courier	Acct #	

*\*If you wish Guardian to use our courier and bill cost, please indicate "Guardian" under Courier.*

**PRODUCT INFORMATION** *(Attach any additional relevant info as you wish)*

Item	Model	S/N	Description of Problem
1			
2			
3			
4			
5			
6			
7			
8			

On completion of this form please return to Guardian Telecom by e-Mail ([rmateststation@guardiantelecom.com](mailto:rmateststation@guardiantelecom.com)) or by fax 403-255-2595



**PRODUCT AND WARRANTY RETURNS (For full policy, please refer to our website)**

Guardian Telecom, A Division of Circa Enterprises Inc. is committed to ensure that all products are quality tested and inspected prior to shipment from the factory and are in full working order when shipped. Guardian Telecom warrants that its products are free from defective workmanship and materials. Guardian Telecom will, within one year from the date of final sale to the customer, replace or repair such products provided they are returned to our facilities for examination. This warranty does not extend to any items that are deemed to have been misused, modified, neglected, improperly specified, improperly installed, or used in violation of instructions or specifications approved by Guardian Telecom. Any product returned requiring warranty service, repair, or credit must reference a Returned Materials Authorization number (RMA #) which must be obtained from the manufacturer prior to the customer shipping a product to our facilities.

**NOTE:** RMA Numbers are active for 30 days max. If product is not received within this period, the RMA will be automatically cancelled. On completion of assessment and Guardian's submittal of service quote, items not acted upon within 90days will be considered abandoned and disposed of appropriately.

**RMA RETURN INSTRUCTION**

Please use the following guide for the process and handling of your RMA items:

1. Package materials appropriately so as not to cause damage in shipping. Use original packaging per RMA Policy requirements. Damage due to shipping will not be covered by warranty (if applicable).
2. Please Reference the RMA# clearly on the box / label so the product is routed appropriately and efficiently on receipt.
3. If possible please email a tracking number of the shipment.
4. Please reference the RMA# in the subject line of all on on-going email communications.
5. Ship to:

**Guardian Telecom, A Division of Circa Enterprises Inc.**  
10, 2256 29 Street NE  
Calgary, AB Canada T1Y-7G4

Telephone: 403 258 3100, Fax: 403 255 2595

**SAFETY CONSIDERATION:** If your product is installed in a hazardous location. Please ensure all circuits are de-energized and/or the area is safe prior to removal of any covers.