



Enlightrak
YOUR PREMIER SOURCE FOR AFFORDABLE TRACKING SOLUTIONS

Replacement Policy:

Products purchased through Enlightrak and under warranty* may be returned for replacement by following these steps:

1. Contact Enlightrak Customer Service at 1.954.472.3000 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA forms can be obtained by:
 - Website:
<https://enlightrak.com/refund-and-return-policy/>
 - Contacting Customer Service at 1.954.472.3000

RMA No: _____ **Date Issued:** _____
 (Obtained from the Enlightrak Customer Service Department)

**Under Warranty (Must provide original order number and date in order to verify warranty coverage).*

Qty	Part Number	Description	Reason for Return	Serial # (Modem Only)	Order Number	Order Date

Shipping Instructions:

1. The bottom of the original packing slip contains Enlightrak's return address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:
 Enlightrak
 10111 NW 53rd St
 Sunrise, FL 33351

Sample Address Label with RMA number

John Smith XYZ Corporation 123 Main Street	RMA#: 123456
Enlightrak 10111 NW 53rd St. Sunrise, FL 33351	

Use this space for additional Comments: _____

Shipments received by Enlightrak without an RMA number will be refused.

Customer Signature: _____ **Date:** _____

Return Approval: _____ **Date:** _____