

**RMA Procedure:**

Fax your Return Policy to RMT at **970-493-5255**.

All returns MUST have a Return Merchandise Authorization (RMA) number

RMT Tech Support Staff will contact you with your RMA number after receiving your Return Policy.

Write the RMA number on the outside of the box before returning any product. RMA numbers are good for 30 days from date issued. Returns without RMA numbers easily visible will not be accepted from the shipping carrier.

Ship Returns to: **RMT RMA# \_\_\_\_\_ 225 W Oak St, STE B Fort Collins, CO 80521**

**Returning a Product:**

Customer must request a return for refund within 7 days of receiving the item. No refunds after 7 days. An RMA must be requested and issued prior to the return of any product. No refund will be given on a product that has been opened or used. The customer will be charged a 30% restocking fee on all accepted returns for refund.

All return(s) must have the original packaging and accessories. Refunds will be issued within 7-10 business days.

**Exchanging a product:**

There is a \$25 exchange fee for the exchange of a product. An RMA must be issued prior to the exchange.

**Return a non-operational unit for testing:**

If the GPS system is defective and RMT Technical Support has requested you return the device for testing, follow the RMA procedure to return the device. Returned devices will be bench checked and tested thoroughly.

Defective devices within warranty will be replaced under the terms of the device warranty. Good devices will be returned to the customer and charged a \$15 testing fee plus return shipping costs. Devices out of warranty will not be refunded or replaced by RMT. Customer may purchase a new unit if desired.

**What should I do if I received damaged product?**

Customer must inform RMT of any order discrepancy or damage within 72 hours of the delivery date. User inflicted damage to unit will void the device warranty and will not be accepted.

**Who pays for shipping for a return?**

The customer is responsible for shipping devices to RMT for return or testing. RMT is not responsible for any loss or damage in shipping from the customer. If a tested device is Defective, RMT will ship a refurbished unit to the customer free of charge. If the returned device is not defective the customer is responsible for shipping charges. Rocky Mountain Tracking will not reimburse any customers return shipping costs.

Customer: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

# Of Units: \_\_\_\_\_ IMEI or ESN: \_\_\_\_\_

By signing below, you agree to the terms and conditions of RMT's return policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_