

Return Material Authorization (RMA) Fax Request Form

Worldwide Customer Service

IF YOUR SCIENTIFIC-ATLANTA PRODUCT NEEDS TO BE RETURNED FOR REPAIR, PLEASE USE THE FOLLOWING PROCEDURE.

1. To request a return materials authorization (RMA) number, contact the Customer Specialist assigned to your account (see Attachment 1 for Customer Specialist contact information). When calling, please be prepared to provide the following information:
 - Your name, company, telephone and fax numbers and e-mail address;
 - Part and/or model number (if applicable) of the product to be returned;
 - Serial number of the product to be returned;
 - Quantity of product to be returned;
 - Reason for product return and repair disposition authority.

Alternatively, you may complete the attached RMA fax request form and fax it to a Customer Specialist, or e-mail your completed request form to: (customer.service@sciatl.com).

Note: PLEASE DO NOT RETURN ANY POWER CORDS, ACCESSORY CABLES OR OTHER ACCESSORY PRODUCTS. Instructions for ordering replacement power cords, accessory cables or other accessories can be provided by a Customer Specialist.

2. A purchase order number or advance payment to cover estimated charges will be requested at the time a Customer Specialist issues an RMA number. For credit card or cash in advance customers, a proforma invoice will be sent to you upon completion of product repair listing all charges incurred.

Note: In-Warranty product can incur costs through damage, misuse, cosmetic or no problem found.

3. Once an RMA number has been issued, a confirmation e-mail or fax will be sent to you detailing the RMA number, product and product quantities authorized for return, together with shipping address details and RMA terms and conditions. All product returned to Scientific-Atlanta should be marked to the attention of Factory Service and sent to the address provided by the Customer Specialist in the confirmation e-mail or fax. For both in-warranty and out-of-warranty repairs, you are responsible for paying your outbound freight expense, any applicable import and/or export duties and taxes. Scientific-Atlanta will pay the return freight expense for in-warranty repairs.
4. Product returned for repair, both in-warranty and out-of-warranty, should have a tag attached to the product detailing the failure mode. A supply of tags can be obtained free of charge by calling a Customer Specialist. A listing of the part numbers for such tags is set forth in Attachment 1.
5. It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned product. Should the original product packing not be available, then adequate packing should be used taking into account the method of shipment of the returned product. You are responsible for delivering the returned product to Scientific-Atlanta safely and undamaged.
6. The RMA number should be clearly marked on all returned product, boxes, packages and accompanying paperwork. RMA's received by the Factory Service receiving department that are not clearly marked may experience delays in the processing of RMA requests.
7. International shipments should be consigned to Scientific-Atlanta, Inc. with the notified party on the Airway Bill stated as "Expeditors International for Customs Clearance".
8. On receipt of product returned under an RMA number, a Receipt Notification e-mail or fax will be sent to you by Repair Receiving confirming receipt of product and quantities received. Please check the Receipt Notification to assure the product and quantity of product received by Scientific-Atlanta matches what you shipped.
9. RMA numbers are only valid for sixty (60) days. RMA numbers older than sixty (60) days need to be revalidated by calling a Customer Specialist before product is returned. Failure to comply with the above may delay the processing of your RMA request.

Please help us to process your repairs/claims as quickly as possible by following the above procedure.

Thank You!