



Merchandise Return Authorization Form

Requests for RMA must be submitted by completing this form and FAX to 904-996-0091 or EMAIL to info@ellipsesecurity.com

Once you have received your RMA # you will have 15 calendar days to return the product to the address below. For manufacturer repairs, an alternate address may be given. Please call us at 904-996-0061 with any questions regarding returns or repairs.

ALL RETURNS:

Must obtain an assigned RMA# and RMA must be written on outside of box. Products returned after 30 days may be subject to a restocking fee. Must include ALL original power cords, software, manuals, CD's, etc. Must be returned in original packaging in re-sellable condition. Products returned missing parts, or resale materials may be subject to a restocking fee. Product must be packaged properly to avoid shipping damage. No returns after 60 days.

SHIP ALL PRODUCT TO:

Ellipse Security, Inc.
11221 St. Johns Industrial Pkwy South,
Suite #3
Jacksonville, FL.
32246
904-996-0091 FAX

ALL REPAIRS:

Must obtain an assigned RMA# and RMA must be written on outside of box. Must include copy of invoice. Warranty repair from 1 year of invoice date on New Items, 60 days on Refurbished items, unless otherwise noted.

Name

Company

Phone #

Fax #

Address

City

State

Zip Code

Invoice #

Purchase Date

Model #

Quantity

Reason for Return/Repair

Please check one:

Credit (less than 30 days from invoice date)

Warranty Repair

Charged Repair

Other

"I have read and understand Ellipse Security's return policy and limited warranty"

Name

Date

For Ellipse Use:

RMA #

Date Issued