



Functional Devices, Inc. Toll-Free: (800) 888-5538
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Sharpville, IN 46068 Fax: (765) 883-7505

Email: sales@functionaldevices.com
Website: www.functionaldevices.com

RMA PROCEDURE

FUNCTIONAL DEVICES, INC.

To request an RMA for warranty defective products (less than five years old) or unused or unneeded items (within 90 days of purchase), use the following procedure.

Send an email to k.price@functionaldevices.com that includes the following:

- **PO#(s) used to purchase the product(s)**
- **Reason for the return**
- **Six-digit date code from the product (if you don't have the PO#)**

You may also phone Karen Price (800) 888-5538, ext. 5710 or FAX 765-507-3260 with the same information including your email address.

Note: Unneeded items can only be returned for credit within 90 days of purchase by the original purchaser. A minimum 25% restocking fee will apply. Metal Housings must be returned on a skid. The restocking fee for metal housings will be determined individually based on the condition in which the housing is received upon its return to Functional Devices Inc. No credit is available after 90 days.

Warranty defective products can be returned for credit up to five years from purchase date by original purchaser. If, upon inspection, the unit is found to not be warranty defective, a minimum 25% restocking fee will apply to the credit. If a replacement is needed, a new order should be placed.

You will get a return notification with an RMA number that should be written on the outside of the shipping box or put it on a piece of paper in the box. No special form from us is required.

Send prepaid to:

Functional Devices, Inc.
Attn: Returns Dept., RMA# _____
101 Commerce Drive
Sharpville, IN 46068