



Returned Material Authorization (RMA) Procedure For Anacom MedTek Products

Items manufactured by Anacom MedTek can be returned for warranty, non-warranty repairs or incorrect product shipment using the following procedure.

Contact Anacom MedTek either by phone at 1-800-955-9540 and ask for a customer service representative or send request via email to csm@anacom-medtek.com. When requesting an RMA, please provide the following: part number; quantity; and, reason for return for each item.

Please provide a fax number or email address so that a Return Merchandise Certificate can be sent to you.

In order to assist you in meeting OSHA, DOT and FDA requirements on shipping and handling biological hazards, Anacom MedTek requires that all used materials returned to Anacom MedTek be disinfected and certified. Unused items do not require disinfection and should be so marked on the certificate.

The certificate must be attached to the outside of the shipping container. Items that do not have this certificate and have not been disinfected will be returned unopened.

Anacom MedTek RMA customer service will Fax or email you the return authorization form which includes the RMA tracking number. Please attach this completed form to the outside of the shipping container.

Please package the individual items and if the items are being repaired, please label each item with a brief description of the problem, to assist our technicians in resolving your concerns.

If the product is not received within 30 days of the RMA being issued, the RMA # will no longer be valid and a new authorization must be completed.

Once the items are received, they are evaluated to determine if they fall within our warranty guidelines. Items under warranty will be repaired at no charge. Products not within the warranty guidelines will be subject to repair charges. You will be notified as to the amount of the repair charges, and will be requested to approve and issue a purchase order for the repairs prior to any work being done. You will also be advised of our trade in program if you choose not to repair the items.

All non-warranty items that have been held past 90 days for which we have received no disposition will be discarded.

RMA customer service will advise you as to the scheduled completion date for your repairs. You can inquire the status of your repairs by contacting the customer service representative and indicating your RMA number.

All pillow speakers repaired by Anacom MedTek will be cleaned and tested to its original specification and proper operation, prior to being returned to the customer. All repairs are



warranted for 6 months for material and workmanship. The repaired items will then be returned to the original shipping address unless otherwise indicated.