

## RMA Requests & Information

Email: [RMA@interlogix.com](mailto:RMA@interlogix.com)

Customer Service Assistance: 855-286-8889 option 1

### To Return an Item

RMA requests can be made via email only.

### **A Return Material Authorization (RMA) is required for all product returns.**

1. Obtain an RMA number by one of the methods described above. Have access to the product(s) and following information before contacting:
  - Original PO # needed for Advance Replacements and Credits (Dealer Non Quality)
  - SKU/Part Number
  - Serial Number
  - Technical Support Case number is required for advance replacement requests determined by the select group of products listed in Table 2 in the Return and Warranty Policy. Technical Support 855-286-8889 option 2
  - Technical Support Case number is required for digital recorders and IFS. Technical Support 855-286-8889 option 2

Customer Service will provide you with an RMA number and an RMA acknowledgment form that confirms your request.

2. After the product has been packaged appropriately, attach the RMA acknowledgement form on the outside of the package.
3. All products must be returned within 30 days of obtaining the RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within 30 days, please contact Customer Service for a new RMA. We will not accept freight collection returns or unauthorized returns; we will return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material. The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

**Note:** Dealer, distributor, and integrator return and warranty policies may vary. Consult your UTC CCS program agreement, if applicable or contact your local UTC CCS sales representative for details.

**All policies subject to change, for the latest Warranty and RMA information visit:**

<http://www.interlogix.com/support/>