

Model/SKU # \_\_\_\_\_ Today's Date: \_\_\_\_\_  
 Serial Number: \_\_\_\_\_ RMA#: \_\_\_\_\_  
 Service Incident #: \_\_\_\_\_ APSA Number: \_\_\_\_\_  
 Authorized Reseller: \_\_\_\_\_ Phone #: \_\_\_\_\_  
 Reseller Contact: \_\_\_\_\_ Email: \_\_\_\_\_

**Instructions:**

1. Fill out form and email to: [customer.support@fidelity-comtech.com](mailto:customer.support@fidelity-comtech.com). A RMA number will be emailed back to you.
2. Or contact Fidelity Comtech at (303) 678-8876 x16 and obtain an RMA (Return Material Authorization) number for returning shipment.
3. **Be sure to write this RMA number on the outside of the box**, next to our return address. *Shipments without RMA numbers will be refused and returned at owner's expense.*
4. FCI is not responsible for returns sent without a RMA number.
5. **Returns must be shipped freight prepaid.** Any return to FCI sent as freight collect will be refused.
6. Returns should be in original factory cartons with all original packing materials if possible, and shipped full value insured by the customer.

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
 Return Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Street: \_\_\_\_\_ Email: \_\_\_\_\_  
 City: \_\_\_\_\_ Postal Code/Zip: \_\_\_\_\_  
 State: \_\_\_\_\_ Country: \_\_\_\_\_

Reason for Return:  Failure/Fix  UpGrade  Product Return  Other \_\_\_\_\_

**Symptoms: (Document the situation when the unit failed—please be specific as possible)**

Phocus Array System Mode:  AP Bridge  AP Router  AP Client  Ad Hoc  Other \_\_\_\_\_

Performance issue (i.e. not associating, data transfer error/loss, GUI indicators): \_\_\_\_\_

Environmental issue (hot, cold, lightning, wind, how mounted, any shock/vibration, unit dropped): \_\_\_\_\_

Any system or data logs included? \_\_\_\_\_

Has the unit been opened by the customer?  Yes  No



**RETURN UNIT FREIGHT PREPAID TO:**  
 Fidelity Comtech, Inc.  
 1500 Kansas Avenue, Suite 2D  
 Longmont, CO 80501  
 Attn: Customer Support

