

RMA# (Issued by M2M Technologies)

M2M TECHNOLOGIES
Return Merchandise Authorization (RMA) Request Form

Company:	Contact:	Date:
Address:	E-Mail:	Tel:

No.	Model No.	IMEI #	Purchase Date	Reason (detailed as possible)
1.				
2.				
3.				
4.				
5.				

Please read the RMA and Warranty Policies carefully to ensure proper procedure before shipping any items.

In order to make a claim of a Defect, send an email to support@getm2m.com to obtain an RMA authorization. A technical support representative will be able to assist you with possible troubleshooting steps to resolve the issue. Please note that the RMA number is valid for 30 days.

You must return the Hardware with all original accessories in the original packaging before expiration of the Warranty Period, along with an explanation of the Defect, to the address provided to you by seller. Buyer is responsible for shipping back to the seller. Seller is responsible for standard shipping cost to ship repaired or replacement products that are under warranty to buyer. Buyer is responsible for any extra charges for requesting expedited shipping services. You must comply with any other return procedures stipulated by seller, if any.

RMA VERSION 2.1 DATED FEBRUARY, 2021
