



DATE REQUESTED: \_\_\_\_\_

**Critical Environment Technologies Canada Inc.**  
Unit 145, 7391 Vantage Way, Delta, BC, V4G 1M3, Canada  
TF: +1.877.940.8741 | T: +1.604.940.8741 | F: +1.604.940.8745  
[www.critical-environment.com](http://www.critical-environment.com)

Rev181102F

## RETURN MATERIAL AUTHORIZATION (RMA) FORM (Fixed)

Before returning product(s) to our facility, you must obtain an RMA Number from Critical Environment Technologies Canada Inc. **No service or credit will be issued without an RMA #. Product must be returned within 30 days of Date Requested.**

### To Obtain a RMA Number:

Complete all the information requested in this form, **including acknowledging the Restocking Fee Policy (not required if returning product for service)** and fax form to +1-604-940-8745 or email [shirley@cetci.com](mailto:shirley@cetci.com) or [service@cetci.com](mailto:service@cetci.com). An RMA number will be issued to the contact person indicated below within 2 business days.

### Shipments from Canada

Must be shipped to Critical Environment Technologies prepaid via your courier of choice.

### Shipments from Outside Canada

Must be shipped "Customs Cleared" to our door via prepaid courier of your choice and have the appropriate shipping documents included. Waybills should be marked "Canadian Goods Returned" for duty and tax purposes. Enter \$10.00 USD for "Value for Customs". (This value is for duty and tax purposes only and will not affect any value you wish to include for insurance purposes.)

### Additional Information

- All product(s) should be returned in their original packaging (excluding manuals or accessories) and the product should be packaged appropriately to prevent damage during shipping.
- All incurred shipping charges, duties and taxes are your responsibility.
- Critical Environment Technologies retains the right to refuse shipments arriving at our warehouse with collect charges.
- Any products that are deemed by Critical Environment Technologies, and at our discretion, to be in an unacceptable condition will not be approved for credit or replacement.
- Products we shipped 6 months prior to the RMA Request WILL NOT be accepted for returned stock for credit.

**SHIP TO:** Critical Environment Technologies Canada Inc.  
Unit #145, 7391 Vantage Way  
Delta, British Columbia CANADA V4G 1M3

Attention: RMA# \_\_\_\_\_

**WRITE YOUR RMA # CLEARLY ON THE OUTSIDE OF THE BOX AND INCLUDE THIS FORM.**

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_ Zip/Postal: \_\_\_\_\_

Phone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Email: \_\_\_\_\_

Please include any relevant technical information, detailed descriptions, computer printouts, or graphs to assist our technicians.

Qty	Model	Serial Number	Original PO/Invoice #	Description of Problem

If you have any questions regarding shipping procedures or for further clarification, please contact Shirley Britton at +1-877-940-8741 or +1-604-940-8741 or email [shirley@cetci.com](mailto:shirley@cetci.com)

### Warranty Policy

All returned goods must be pre-authorized by obtaining a Returned Merchandise Authorization (RMA) number. All goods must be shipped to Critical Environment Technologies freight prepaid.

Critical Environment Technologies Canada Inc. warrants the products we manufacture (excluding sensors, battery packs, batteries, pumps and filters) to be free from defects in materials and workmanship for a period of **two years from the date of purchase from our facility**. The sensors have a warranty period of **one year on a pro-rated basis from the date of purchase from our facility**. If the product should become defective within this warranty period, we will repair or replace it at our discretion.

The warranty status may be affected if the instrument has not been used and maintained as per the instructions in the manual or has been abused, damaged, or modified in any way. The product is only to be used for the purposes stated in the manual. Critical Environment Technologies is not liable for auxiliary interfaced equipment or consequential damage.

### Restocking Fee Policy \*\*\*\*\*

All non-warranty and non-service returns are subject to a minimum 25% restocking fee.

I, \_\_\_\_\_ (print full name) acknowledge I have read and understood the Restocking Fee Policy.

**It is the responsibility of you, the customer to ship the product(s) back to our factory prepaid, at your expense. If Critical Environment Technologies deems the warranty applies to the returned goods, the replacement or serviced product(s) will be shipped back to you prepaid and no charge at the lowest possible rate.**

**Product(s) returned for service and/or for which warranty does not apply, will be returned to the customer prepaid and charge at the lowest possible rate unless otherwise requested, or we are provided with your courier account number.**

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_