

# RETURN MATERIALS AUTHORIZATION FORM

Critical Environment Technologies Canada Inc.



## GETTING STARTED

To help improve your RMA customer experience, be prepared to submit the following information:

- Product model & serial number(s)
- Invoice / Purchase Order number(s)
- Detailed description(s) of alleged failure mode(s) (if defect is related to return request)
- Reason for return. Please note if product is not under warranty, repair and/or calibration fees will apply.
- Contact information and billing / return shipment address
- Acknowledge the Restocking Fee Policy (not required if returning product for service)

## INSTRUCTIONS

- Complete the RMA Form
- Email RMA Form to [help@cetci.com](mailto:help@cetci.com).
- An RMA Number will be issued to the contact person indicated on the form within 2 business days
- Please follow our return instructions to ensure compliance and avoid disappointment
- Please include any relevant technical information, detailed descriptions, computer printouts, or graphs to assist our technicians
- If you have any questions regarding shipping procedures or for further clarification, please contact our Support Coordinator at +1-877-940-8741 or +1-604-940-8741 or email [help@cetci.com](mailto:help@cetci.com)

## SHIPPING INSTRUCTIONS

- Customer must ship products back to the factory prepaid and accompanied by the RMA Form with the issued RMA number
- All shipping charges, duties and taxes are to be paid by the customer
- 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
- Shipments from inside Canada must be shipped to CET 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.)
- CET retains the right to refuse shipments arriving at our warehouse with collect charges.

## SHIPPING ADDRESS

Critical Environment Technologies Canada Inc.  
Unit #145, 7391 Vantage Way  
Delta, British Columbia CANADA V4G 1M3  
ATTENTION: RMA # \_\_\_\_\_

## WARRANTY VS SERVICE RETURNS TO CUSTOMER

- Product(s) returned that are covered under warranty, will be shipped back to the customer at no cost using standard ground service.
- Product(s) returned for service and/or for which warranty does not apply will be shipped and charged to the customer at the lowest possible rate unless otherwise requested, or we are provided with your courier account number.

## RMA TURNAROUND TIME

- The time required to process an RMA varies by product and the reason for the return.
- To help minimize turnaround time and to help reduce any delays, please follow the instructions provided.