

## Instructions for Completion of Warranty Submission Form

Complete Intellitec form 52-00016-000 online at

<https://www.intellitec.com/contact>

1. The Warranty Submission Form must be completed and submitted to receive an RMA number.
2. Please include the date you are requesting the Warranty.
3. Provide customer name and address.
4. Provide contact information for the person requesting the return.
5. Provide the Intellitec product part number and product date code for the returned product.

Note: The Intellitec date code is printed on a small label attached to the product. The date code is on the second line of the label, and is five numeric digits.

6. If available, please provide the date you originally received the materials.
7. Provide a description of parts returning.
8. Describe the reason for return. Details of the failure mode will aid in analysis of the problem.
9. Please email the form to Intellitec Customer Service at: [customerservice@intellitec.com](mailto:customerservice@intellitec.com).
10. If you have any questions regarding completing the form, please contact Intellitec Products Customer Service at (386) 738-7307.
11. If justified, an RMA number will be assigned by Intellitec. The RMA number will be returned to the contact identified on the form.
12. When you receive the completed form back from Intellitec Products (including the RMA number), you may return the product(s) directly to Intellitec at:

Intellitec Products  
1485 Jacobs Road  
DeLand Florida 32427  
Attention: RMA

13. Include the Returned Material Authorization number (RMA#) on the exterior of the shipping container, and a copy of warranty form 52-00016-000 inside with returned part. This form is used internally for analysis.
14. The typical time for analysis is 30 days from receipt of shipment.
15. When a warranty determination has been made, a copy of the completed form with test results will be returned to the Requestor if necessary.