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| **RMA #:** |  |

To receive a Return Material Authorization number, send this completed form to [namlgorders@landisgyr.com](mailto:namlgorders@landisgyr.com). Once you have received the RMA #, please include this form in the box, and ship to the address provided to you upon receipt of the RMA number. **Please provide as much information as possible about the failure to expedite the repair process.**

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| **Company:** |  | | | **Customer #: (if known)** | | |  |
| **Contact Name:** |  | | **Contact Phone:** | |  | | |
| **Contact Email:** |  | | | | | | |
| **Return to Shipping Address:** |  | | | | | | |
| **Current Command Center Version:** | |  | | | |
| **Network I.D./CRC Number:** | |  | | | |

**Please provide a detailed description of the problem. Use additional sheets if necessary.**

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| PART # | DESCRIPTION | REASON FOR RETURN | SERIAL # / LAN ID |
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**NOTE 1**: Do not send accessory cables, antennas, or mounting hardware with RMA returns unless listed on the submission form. Landis+Gyr will not be responsible for lost or missing accessories returned without an RMA.

**Shipping Instructions:**

1. **Clearly mark the outside of the box with the RMA # provided to you, as well as the words “Network Return”**

2. Ship only the items that are authorized.

3. Ship items to the address provided upon receipt of the RMA.

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