

WHAT IS AN RMA?

RMA stands for **Return Material Authorization**.

All returns are subject to our Quality Assurance inspection and (FAST) Terms & Conditions.

Returns that are “Out of Warranty” will not be evaluated without a purchase order or credit card on file. Please contact your Customer Service Representative for rates for evaluations and repairs. Evaluations and Repairs are billed on an hourly rate with a minimum charge of \$55.00.

Returns that are “No Trouble Found (NTF)” will incur the following charges: \$55.00/ea for all timers, computers, and controllers; and, \$35.00/ea for all probes and accessories. Your Customer Service representative will notify you if the charge applies to you.

A Restocking fee of 25% apply to product being returned to stock for credit.

HOW DO I GET AN RMA NUMBER?

Call a customer service representative at **1-800-FASTRON** (1-800-327-8766) between the hours of 8:00 a.m. and 5:00 p.m. Eastern Time.

WHAT INFORMATION WILL I NEED?

Before you call or begin the on-line submission form, please have ready the following:

- Part Number of the product being returned
- Serial Number of the product being returned
- Date Code of the product being returned (if applicable)

WHERE DO I SHIP MY PRODUCT?

Clearly mark the outside of the shipping container with the RMA number you were issued and send to:

FAST, Inc.

ATTN: Service Repair
905 Honeyspot Road
Stratford, CT 06615

IF MY PRODUCT IS OUT OF WARRANTY, CAN I STILL HAVE IT REPAIRED?

Yes. Before an RMA number is issued, a customer service representative will ask you for a purchase order or credit card number. Charges are accrued hourly with 1-hour being the minimum charge. Ask your service representative for current rates.