

**Replacement Policy:**

Products purchased through EventTone/ Nextel America and under warranty\* may be returned for replacement by following these steps

1. Contact EventTone Customer Service at 1-855-396-5450, option 3 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA forms can be obtained by:  
Website: [eventtone.com](http://eventtone.com)  
Contacting Client Service at 855-396.5450



**Return Material Authorization (RMA) Form**

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

RMA No: \_\_\_\_\_ Date Issued: \_\_\_\_\_ (Obtained from EventTone Client Service)

\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Qty	Part Number	Description	Reason for Return	Serial #	Order Number	Order Date

**Shipping Instructions:**

Client will be provided with a return shipping label to return damaged equipment.

Client is to receive replacement devices first. Upon client's receipt of the replacement equipment, client is instructed to insert warranted device(s) into package provided and use the provided label to return to Nextel Worldwide. If client does not return devices upon receipt of replacements they will be charged for additional devices. Also, if equipment is determined to be damaged due to client negligence, client will be assessed charges for said devices.

Use this space for additional Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Return Approval Date: \_\_\_\_\_