



## ***Return Merchandise Authorization (RMA) Form***

***IMPORTANT: Before completing this form please make sure you have checked our Troubleshooter Guide at [www.ctek.com/customersupport/troubleshooting/](http://www.ctek.com/customersupport/troubleshooting/) and also read our Limited Warranty guidelines available at [www.ctek.com/customersupport/warrantypolicy/](http://www.ctek.com/customersupport/warrantypolicy/)***

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to quickly expedite your request, please complete all information requested below.

1. Return the completed form to: [support@ctek.com](mailto:support@ctek.com)
2. In the e-mail subject field write your name and "RMA".
3. You will be notified with an RMA number if your return request has been approved and shipping information for sending the unit to CTEK will be provided once the RMA is issued.

Complete RMA details are described on Page 2 of this form.

|                 |
|-----------------|
| Name:           |
| Phone:          |
| Email:          |
| Address Line 1: |
| Address Line 2: |
| Postal Code:    |
| Country:        |

### ***Product Information***

|  |                             |                        |
|--|-----------------------------|------------------------|
| Model Name:  |                             |                        |
| Serial Number:                                     | Date of Purchase*:          |                        |
| REQUEST WARRANTY                                   | REQUEST NON WARRANTY REPAIR | OTHER ( Specify below) |
| State Reason for Return or Description of Problem: |                             |                        |

***Product Returns for “Warranty” Determination***

- CTEK will test the product according to the description of the problem stated above.
- After CTEK’s evaluation, In-Warranty or Out-of-Warranty status will be determined.
- If the problem identified is the same as stated above, the product will be repaired or replaced under warranty at no charge and shipped, prepaid, back to the customer.
- If the description of the problem is different from the problem listed above, or damaged from delivery, we will contact the customer.
- If the product has no identifiable problem we reserve the right to charge for testing and return delivery.
- Warranty repairs do not extend the original warranty period. CTEK reserve the right to request Proof of Purchase for validation

***Product Returns for “Non-Warranty Repair” Determination***

- After CTEK’s evaluation, the customer shall be notified of the repair cost.
- If the description of the problem is different from the problem listed above, or damaged from delivery, we will contact the customer.
- If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.
- At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return freight, or authorize the product to be shipped back as is, at the customer’s expense.
- Failure to obtain written confirmation within fourteen (14) days of notification will result in the product being disposed of.
- Repair work is warranted for 180 days from date of shipment.

Please take care to package your return carefully. CTEK is not responsible for damage or a lost product(s) caused by shipping.

**PLEASE RETURN THIS COMPLETED FORM TO: [SUPPORT@CTEK.COM](mailto:SUPPORT@CTEK.COM)**