

**Repair Policy:**

Product purchased through EtherWAN and under warranty\* may be returned for repair by following steps:

1. Contact EtherWAN at [info@etherwan.com.tw](mailto:info@etherwan.com.tw) or your sales representative with the problem statement to verify if an RMA is needed.
2. Fill out the RMA Form in its entire place with the item(s) being returned.
3. Return the authorization item(s) per shipping instructions when the RMA number is given.
4. Our RMA department will process your request.

**Return Material Authorization (RMA) Form**

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

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

Email address: \_\_\_\_\_

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

RMA No: \_\_\_\_\_ (for EtherWAN use only)

Application date: \_\_\_\_\_

\*Under warranty (must provide the device serial number to verify warranty coverage).

Item	Model Number	Serial Number	problem statement
1			
2			
3			
4			
5			

**Shipping Instructions:**

1. Follow the Sample Address Label to affix to the returned box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:

*EtherWAN Systems  
 Attn: RMA Department  
 4F-7, No.79, Sec.1 Xintai 5<sup>th</sup> Road,  
 Xizhi District, New Taipei City 221,  
 Taiwan*

Shipments received by EtherWAN without an RMA number will be refused.

**Sample Address Label with RMA number**

<b>John Doe</b> <b>XYZ Corporate</b> <b>123 Main Street</b> <b>Country</b>	<b>RMA # 123456</b>
<i>EtherWAN Systems          Attn: RMA Department          4F-7, No.79, Sec.1 Xintai 5<sup>th</sup> Road          Xizhi District, New Taipei City 221, Taiwan</i>	

Use this space for additional comments:

Customer Signature: \_\_\_\_\_