

UTC Fire & Security (formerly GE Security)

Return Material Authorization Request

Complete this form and email or fax:

Fax: 888-329-0331

Email: gesecurity.customerservice@ge.com

Account Number _____

Security Pro Dealer (please check box) _____

Pro Dealer Company Name: _____

Tech Support Case # (if required for product) _____

Purchase Order Number (Required for Repair) _____

Original Purchase Order number _____

(Required for Credit/Advance replacement) _____

Please select the type of RMA you are requesting (One Purchase Order per request, please)

Repair

Advance Replacement

Credit

NOTE: Advance Replacement and RMA Credit require verification if the request is within policy

Return and Warranty Policy Statement: <http://www.gesecurity.com/GESecurity/images/1057246-return-policy.pdf>

Contact for RMA Acknowledgement

Contact Name _____

Contact Phone _____

Contact Email _____

Contact Fax _____

Bill To Address

Company Name _____

Company Address _____

City, State, Zip _____

Ship To Address (if different)

Company Name _____

Company Address _____

City, State, Zip _____

Yes! I would like a FedEx shipping label pick up for my RMA Warranty Repair

Bill to Address

Ship to Address

Other Address

Other address (if different from Bill To or Ship To)

Company Name _____

Company Address _____

City, State, Zip _____

Please attach the Return Address provided with the RMA confirmation to the outside of the box and include a detailed description of the problem inside the box.

PLEASE NOTE: A standard repair cost of \$100* per unit may be applied if your product is out of warranty. If the repair cost is estimated to be greater than \$100*, we will contact you prior to making the repairs. Before the Request # is issued, we will need a PO for \$100* per unit to cover the repair cost. If the cost is less than \$100*, we will charge you only the actual cost of repair.

*Digital Recorders (DVMRE/SDVR/DVR) estimated charge per unit is \$250.

Account Number _____
 Security Pro Dealer

Purchase Order Number _____

1. Part number	S/N	Quantity
Detailed Description of Problem:		
2. Part number	S/N	Quantity
Detailed Description of Problem:		
3. Part number	S/N	Quantity
Detailed Description of Problem:		
4. Part number	S/N	Quantity
Detailed Description of Problem:		
5. Part number	S/N	Quantity
Detailed Description of Problem:		
6. Part number	S/N	Quantity
Detailed Description of Problem:		
7. Part number	S/N	Quantity
Detailed Description of Problem:		
8. Part number	S/N	Quantity
Detailed Description of Problem:		
9. Part number	S/N	Quantity
Detailed Description of Problem:		
10. Part number	S/N	Quantity
Detailed Description of Problem:		
11. Part number	S/N	Quantity
Detailed Description of Problem:		
12. Part number	S/N	Quantity
Detailed Description of Problem:		
13. Part number	S/N	Quantity
Detailed Description of Problem:		
14. Part number	S/N	Quantity
Detailed Description of Problem:		
15. Part number	S/N	Quantity
Detailed Description of Problem:		
16. Part number	S/N	Quantity
Detailed Description of Problem:		