



RMA Request - Customer Information CheckList

This checklist shall be used to provide guidance to our valued LaunchPoint customers requesting a RMA. Please provide all information available (and applicable) for your RMA request.

Upon receipt of the RMA request, your Customer Support Representative (CSR) will need to make a determination if your request and accompanying submission is complete enough for LaunchPoint to issue the RMA. An RMA will “not” be issued unless the information is complete. Therefore please submit as much information as possible to avoid delay.

Information may be submitted directly to your CSR with copy to customercare@launchpointeps.com. It is not required that this checklist be filled out. Email submission of the information is acceptable.

Customer Info Check List

<input type="checkbox"/> Company Name, Address	
<input type="checkbox"/> Company Ship to Address (If Different Than Above)	
<input type="checkbox"/> Customer Contact Name, Title, Email, Phone	

Product Info Check List. List Out for Each Product

<input type="checkbox"/> Product Model Number, Part Number, Serial Number	
<input type="checkbox"/> Product Description	
<input type="checkbox"/> Contract Number/PO/Invoice	
<input type="checkbox"/> Original Ship Date	

Problem Statement Check List

<input type="checkbox"/> Description of Problem	
<input type="checkbox"/> Photos	
<input type="checkbox"/> Video	
<input type="checkbox"/> Log File	
<input type="checkbox"/> Measured or Observed Data	
<input type="checkbox"/> Other Supporting Evidence	

Product Shipment Checklist

<input type="checkbox"/> Do Not Ship Product Without an RMA # From LaunchPoint CSR
<input type="checkbox"/> If Non-Warranty Service Send PO For Evaluation Fee Prior to Product Arrival at LP Facilities to Avoid Delay
<input type="checkbox"/> RMA # Must Be on Shipping Documents and on Exterior of Product Packaging