



Request for Returns

Dear customer,

Our procedure is straightforward. Simply fill out the attached "*Request for Return*" form. One per unit and return the form to us. We will evaluate your completed form for warranty status and respond with an RMA number.

Please do not send back the units until you have received an RMA number from JLC.

Here are a few things to note:

(1) You must submit one *Request for Return* form for each unit. *(Please do not list multiple units on one form)*

(2) "*Reason for Repair*" Please provide detail information.

We need to receive any pertinent information about why a unit is being returned. Depending on the complexity of a given issue, trying to figure out what a complaint or problem is can be a needle in a haystack. This is even more of an issue if the problem may be intermittent. Without any information about a problem, it increases the likely-hood that the unit may be returned to you or to a customer without being properly repaired. Your specific reason for repair will reduce the amount of the technicians' time & in turn, saves you extra repair costs.

(3) Estimated repairs - Minimum cost to evaluate your unit is \$48.00. Please let us know in advance of returning your unit that you require an Estimate of Repairs.

(4) Return your units power supply. We may need to test your unit with that power supply.

(5) When shipping your unit to JLC, keep in mind that the white box does not provide enough protection for shipping. Please place the white box in an outer shipping container.

(6) Include a copy of your Request for Return form inside your box.

(7) Payment for repairs: *(non- warranty repairs)*

JLCooper does not extend payment terms for repaired units.

Payment terms must be established prior to your returning your unit(s)

Payment methods: check or credit cards. Your credit card will not be charged for the repairs until JLCooper sends you a pro forma invoice with the amount that will be charged to your account. (Unless authorized prior to)

Invoice and credit card receipts will be sent with the return of your equipment unless notified prior to the return.



(8) Send your completed form to
Connie Reynolds @ Connie@jlcooper.com Fax number 310-335-0110
Once JLCooper receives your completed Request for Return Form
JLC will evaluate your completed form for warranty and non-warranty status. JLC will provide you
with and RMA number. Please do not return with out an RMA number.

(9) Returning the unit(s) to JLCooper

Please send your units in a shippers worthy box. (We may use this box to return your unit)

(A) Include a copy of your Request for return form

(B) List on your form any other miscellaneous items returned with your units - i.e. Power
supplies, Interface cards, etc.

(C) Send your unit prepaid to JLCooper at JLCooper Electronics Inc.
142 Arena Street, El Segundo, CA 90245

(10) Once your unit has been repaired and paid for JLCooper will return your unit(s) to the
address listed on the "Request for Return form"
*JLCooper does not usually insure the return of the repaired units. Please specify if you need
insurance.*

Please complete the attached form completely. Any non-completed information
may delay your request. Warranty coverage does not extend to Freight and
customs charges for our international customers.

Connie Reynolds connie@jlcooper.com www.jlcooper.com Voice 310-322-9990 x 24
Fax 310-335-0110

Thursday, May 27, 2010



Request for Return

Check One Box

Warranty Repair

Non Warranty Repair

Please complete one form for each product.

Your Company Name _____ Today's Date _____

Your Name _____ Email Address _____

Business Phone _____ Cell Phone _____ Fax Number _____

Return Address information - Invoices will be sent to this address unless specified in writing.

Company Name _____ Contact _____

Return address _____ Ste _____ City _____

State _____ Zip Code _____ Country _____ Phone _____

(International shipments only) Please list your GST/RFC/VAT/EIN _____

Product information:

Product _____ Serial Number _____

Reason for repair: **(Very Important)**

Date originally received product from JLCooper:/Distributor _____ (Month / Year)

Have you spoken to JLCooper's Service department about this specific problem? _____

Has this unit been serviced by JLCooper? If Yes, when? _____

Purchase order # (if Required) _____

Return Shipment via _____ Account number _____

Non-Warranty information:

Credit Card number _____ - _____ - _____ - _____

Expiration date _____ Security Code _____

Name on card _____ Billing Street # _____ Zip Code _____

Please read...

The completion of this form does not constitute an authorization for return. If JLCooper authorizes a return, you will be given an authorization number. If the unit arrives in a condition other than what is stated here, or is operating correctly when it was claimed to have been defective, a Diagnostic fee may be assessed. - All domestic returns will be sent via UPS Ground unless specified above.

Please return your equipment to: JLCooper Electronics 142 Arena Street ■ El Segundo, CA 90245

PH 310-322-9990 / Fax 310-335-0110 / Service@jlcooper.com / WWW.JLCooper.com

For Office Use Only:

JLCooper Use only

Authorization Number: _____ / _____

Valid for 30 days _____ / _____