

## Replacement Policy:

Products purchased through ELUTIONS and under warranty\* may be returned for replacement by following these steps:

1. Contact ZOLAR Customer Service at [info@zolartek.com](mailto:info@zolartek.com) to obtain an RMA number
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.



## Return Material Authorization (RMA) Form

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

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

City \_\_\_\_\_ State : \_\_\_\_\_ Zip: \_\_\_\_\_

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

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

RMA No: \_\_\_\_\_ Date Issued: \_\_\_\_\_  
(Obtained from ZOLAR' Customer Service)

*\*Under Warranty (Must provide original invoice number and date of invoice to verify warranty coverage).*

Qty	Part Number	Description	Reason for Return	Serial #	Invoice Number	Invoice Date
1						

### Sample Address Label with RMA number

## Shipping Instructions:

1. The bottom of the original packing slip contains ZOLAR' returns address. Use this portion of the form to affix to the 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:

Zolar Technology and  
Manufacturing Inc.  
ATTN: Technical Support Dept.  
6315 Shawson Drive Unit 7-8  
Mississauga, ON, Canada L5T 1J2

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

John Smith  
XYZ Corporation  
123 Main Street

RMA#: 446

ZOLAR Technology and MFG Inc.  
ATTN: Technical Support Dept.  
6315 Shawson Dr  
Mississauga, ON, Canada L5TY-1J2

Use this space for additional Comments:

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

Return Approval: \_\_\_\_\_ Date: \_\_\_\_\_