**LTS RMA Application Form**

- **Customer ID:**
- **Company Name:**
- **Shipping Address (For Replacement):**
- **Tel:**
- **Support Ticket #:**
- **Processing Office (CA/TX/NJ/Local):**
- **Notes (e.g. Brand New to Receive in the Local WH):**

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Serial #</th>
<th>NS Sales Order # / OMS Invoice #</th>
<th>Qty</th>
<th>Reason</th>
<th>For (AR with or w/o return/ Credit / Refund / Replacement)</th>
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AR with Return: Local customer returning a product and needs a replacement unit right away.
AR without Return: Customer needs a product for replacement prior to the return.
Credit: Item return for credit.
Refund: Item return for refund.
Replacement: Regular replacement after processing office received and examined the item.

Disclaimer:

Document Purpose and Scope: This document addresses return policies applicable to the products that are purchased from LTS and that are returned to LTS for repair, replace, and return.

Amending this Policy: LTS may choose to amend the Policy, in part or its entirety, at any time, without notice.

LTS's Responsibility: LTS's sole responsibility under the LTS warranty is limited to returning, repairing or replacing the products received with RA# issued by LTS RMA Department. For items returned to be replaced or repaired, please allow four weeks processing time. For new and unused items returned for credit, please allow for five business days for the credit to appear on your account after we receive and inspect your return.

Expiration: An RMA number is valid for thirty (30) calendar days after its issuance by LTS. Customer must return the product described in the RMA, or else a new RMA number will be required. If LTS does not receive the product(s) within the allowed time frame, the RMA will be closed and returns may be refused, potentially delaying the process.

When you begin a return, you will need to select the reason for return: Refund/Credit – New, Credit – Defective, Replacement/Repair – Defective. Your LTS representative will be in touch if you need any assistance.

After RMA request is approved with a RA#, customer may drop off the return items to a local branch for LTS local branch to ship to Central RMA. The acceptance of a dropped-off item in a local branch does not certify physical condition nor guarantee warranty service of the product.