



# Return Material Authorization (RMA) Form



Customer:				Contact:		
Address:						
City:		State:		Zip:		
Email:				Phone:		
				Fax:		

### How to complete this form

1. Fill out the Return Material Authorization form in its entirety.
2. Send the form by email to: [customerservice@alga.ca](mailto:customerservice@alga.ca)
3. Customer service will provide you with a RMA number

Qty	Part number	Description	Serial #	Order # (*)	Order date (*)
<b>Description of the problem</b>					
<b>Description of the problem</b>					
<b>Description of the problem</b>					

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

### Shipping instructions

1. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number
2. Ship only the items that have been authorized.
3. Ship returned items to: Alga / MitecVSAT  
ATT: RMA department  
16715 Hymus Boul.  
Kirkland, QC, Canada, H9H 5M8

**Note: Indicate "Canadian Goods returned for repair" (No commercial value)**

Alga / MitecVSAT will issue RMA number

RMA No: \_\_\_\_\_

Date Issued: \_\_\_\_\_

All out of warranty repairs will be evaluated and sent a quotation for the repairs to be done. A warranty repair is limited to the items repaired and under warranty for a period of 3 months. Any unit that is left at our offices for over 90 days will be subject to storage fees and after 120 days we considered to be abandoned by the customer, allowing us to dispose of the unit at our own discretion