

**Return Process:**

*Products purchased through SmartCon Solutions may be returned for repair or replacement by following these steps.*

1. Contact SmartCon at 844-633-2412 to obtain an RMA number.
2. Ensure the RMA number is visible on the outside of each box, and place a copy of this form inside the box.
3. Return only the authorized item(s).
4. RMA forms can be obtained via our website; [www.smartconsolutions.com](http://www.smartconsolutions.com), or by calling us at 844-633-2412.
5. Ship return items to;  
**SmartCon Solutions**  
**50 Founders Plaza, Suite 306**  
**East Hartford, CT 06108**



# SmartCon Solutions

Energy Management – Automation – Building Technology

## Return Merchandise Authorization (RMA) Form

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

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

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

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

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

RMA No. \_\_\_\_\_ Date Issued: \_\_\_\_\_

*(RMA number obtained from SmartCon Solutions' Customer Service)*

Qty	Part No.	Description	Reason for Return	Freight provider	Original Order No.	Order Date

**Product Return Determinations:**

Upon receipt of returned product, SmartCon will test the product according to the description of the problem listed on the RMA form. If the problem detected by SmartCon is the same as listed, the product will be repaired or replaced. If the problem detected is different than described, SmartCon will contact customer. Shipping charges for RMA's will be paid by the customer when returning to Smartcon, and paid by SmartCon when returning the product to the customer. If product has no identifiable problem, SmartCon reserves the right to charge for return shipping.

**Repairs do not extend original warranty period. SmartCon will determine warranty or non-warranty status based on original installation date.**

SmartCon is not responsible for damaged or lost product caused by shipping.

**Additional Comments:**

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**Customer Signature:**

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

**SmartCon Return Approval Signature:**

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