

Hello Customer,

The RMA process is as follows:

The current lead time is running about 60 days. If this does not meet your needs, please let us know and we will make our best effort to comply.

The IntelliPower RMA process starts with completing the attached RMA Request form for each unit the best you can, particularly the Model, Serial Number, your return ship to address, and returning it via email to the distribution.

We will assign a warranty RMA number for tracking purposes to be included in the return shipping box. Please make sure these are packaged properly to avoid any shipping damage. If you do not have the proper packaging, please contact us.

Send to the attention of Vladimir Silva. We are ready to service it. The ship to address is on the RMA Request Form:

1746 North Saint Thomas Circle, Orange, CA 92865

A confirmation of the problem and service will commence upon receipt. The turnaround time will be determined as a function of the RMA FIFO, scope of work and your schedule needs.

The customer pays for shipping to IntelliPower. Return shipping will be added for non-warranty service.

Expedited service is available for a \$750.00 fee.

It is a pleasure doing business with you and serving you. I am available for any assistance you may need in this matter. My contact number is 714-921-1580.