



Return Material Authorization Form

E-mail to BMS at: support@bms-inc.com

Contact Information:

Customer Name	
Contact Person	
Contact Phone	
Contact e-mail	

RMA Product Information:

Sales Order Number	
Part Number	
Serial Number	
Description of Problem	
Return Information	

Product information can be found on the serial number tag adhered to the product. An example tag is shown below.

BMS Broadcast Microwave Services, Inc. BMS-inc.com
 13475 Danielson St. Ste.130 Poway, CA 92064 USA
 CAGE CODE 3V822 ← OEM CAGE (Commercial And Government Entity) Code Number
 Product Part Number → PN: 801XXXXXXX REV: X ← Product Revision Level
 Product Serial Number → SN: BXXXX
 Product Description → XXXXXXXXX
 MADE IN USA

Send Equipment to the following address:

Broadcast Microwave Services,
 Vislink of Poway LLC
 Ref: RMA # <add RMA number here>
 13475 Danielson Street, Suite 130
 Poway, CA 92064, U.S.A.

Notes:

- All BMS manufactured products carry a 2-year factory limited warranty.
- Third party products carry the OEM's warranty.
- For non-warranty repairs, BMS will provide an estimated repair cost for a nominal fee. This fee will be placed toward the cost of the repair if you opt to proceed with the repair.
- Repair Evaluation Orders- It is the responsibility of the Customer to inform BMS of any action to be taken (authorization to repair, return to sender, authorization to scrap) on a returned product within 60 days of BMS evaluation and recommendation. If no direction is provided to BMS in this allotted time frame, BMS may use its discretion to dispose of the returned equipment.
- Repair Orders- It is the responsibility of the Customer to pay BMS for repairs completed for Customer owned returned equipment within 30 days of completion of Repair. If no payment is provided to BMS in this allotted time frame, BMS may use its discretion to dispose of the equipment and forward the due bill to an agency for collection.

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