



ELECTRIC DRIVES – Industrial Components & Systems

Howland Technology, Inc. Tel: 847-965-9808
8129 North Austin Ave Fax: 847-965-9846
Morton Grove, IL 60053 USA howlandtechnology.com

Return Materials Authorization Form

An RMA# is required for all returns or warranty claims. See Page 2 for our warranty return procedures. Please complete this form and return by email to the Warranty Returns Department. **When approved for return, an RMA# will be issued by return email.**

Enclose this Authorization Form with the parts you are returning. Ship to us under your own freight account; we will pay return shipping, if your warranty claim is verified.

We will contact you after testing/evaluation is completed.

The RMA# is valid for 30 days – Please return the parts promptly.

RMA# (To Be Supplied by HTI)	Date:
Company:	
Contact Person:	Phone: Fax:
Address:	
Quantity:	Original PO#
Product Returning:	
Serial Number:	
Date Code:	
Reason for Return:	

Please email the completed form to Kyle@HowlandTechnology.com
AND
Include this form in your package for proper handling.

Howland Technology, Inc.
8129 N. Austin Avenue
Morton Grove, IL 60053
Phone: 847-965-9808
Fax: 847-965-9846

www.howlandtechnology.com



Howland Technology, Inc. Tel: 847-965-9808
8129 North Austin Ave Fax: 847-965-9846
Morton Grove, IL 60053 USA howlandtechnology.com

Warranty Returns Packaging and Shipping Procedures

To be assured of quality service and a reasonable response to your return/claim, certain guidelines in packaging and shipping the return must be met. Failure to follow these guidelines could invalidate your warranty claim. Please advise your purchasing and shipping departments of these guidelines when returning product back to Howland Technology, Inc.

Procedures:

All returns must have a Return Materials Authorization Number, RMA#.

To receive your RMA #, please call your Howland Technology, Inc. representative at 847-965-9808 to discuss your claim. A Return Materials Authorization Form will be emailed to you. Please complete this document and return it to us. Upon review by our Warranty Returns Department, an RMA# will be issued to you by return email. The RMA# assigned to your claim is valid for 30 days; please return the parts promptly.

Include this completed form with the parts you are returning. In order to process and track your return, the RMA# must be on all additional packing lists, debit memos, and any other general paperwork accompanying the return. Without an RMA#, your claim will not be accepted.

Include a Purchase Order# if your repair/return requires one. Warranty claims/repairs with a PO# are easier to process. The lack of a PO# can prolong the time it takes your warranty consideration to be processed.

Ship your return using the proper container and packaging. Most warranty claims are refused because of improper packing. Old and worn containers should not be used. Please be sure the container can withstand the rigors of shipping. Returns can also easily be damaged due to mishandling/improper packing before shipping. All returns must arrive at Howland Technology in the same condition as when the RMA# was issued. Please use any appropriate packing materials necessary to ensure that the return product does not move within the shipping container. Movement of the return inside the container could cause shipping damage and invalidate the return from any warranty considerations. Ship your return on your own freight account. We will pay return shipping if your warranty claim is verified upon evaluation.

Do not add unauthorized returns to an authorized shipment. Authorized Returns are those that have been issued an RMA# and have been reported to the Howland Technology Warranty Returns Department. This does not allow the addition of unreported returns to a given RMA#. If additional warranty claims are incurred before an authorized return shipment has actually been shipped, a Howland Technology Claims representative must be contacted and a new RMA# must be authorized. Authorized Returns can be combined into one shipment, but unauthorized warranty claims can not be added to an authorized return shipment. Please contact the Howland Technology Warranty Returns Department if an addition to an existing RMA# is absolutely necessary.

Do not cover any existing labels or date codes. Not being able to identify a return will make the warranty claim take longer to process. Please do not deface any labels as they contain important information that can help us evaluate your return.

Following these guidelines will help your warranty consideration to be processed quickly. If at any time, you have questions about the processing of your RMA for return, please do not hesitate to contact the Howland Technology Warranty Returns Department for assistance. Your claim is important to us.

If you require additional assistance, please contact your Howland Technology Warranty Returns Representative:

Kyle Dieter
Kyle@HowlandTechnology.com
Phone: 847-965-9808 ext. 303
Fax: 847-965-9846

Howland Technology Warranty Returns Department

Howland Technology, Inc.
8129 N. Austin Avenue
Morton Grove, IL 60053
Phone: 847-965-9808
Fax: 847-965-9846

www.howlandtechnology.com