



**Command
Alkon**

RMA Form

CONTACT INFORMATION

CUSTOMER SERVICE SUPPORT / RETURNS: 1-877-406-4743

CUSTOMER SERVICE FAX NUMBER: 1-480-961-8801

CUSTOMER SUPPORT EMAIL: Tfleetsupport@commandalkon.com

TFLEET TRAINER NAME: _____

TRAINER CONTACT NUMBER: _____

TRAINER E-MAIL ADDRESS: _____

HOW TO REQUEST AN RMA:

1. Contact our Customer Support organization at

- a. USA and Canada 1-877-406-4743
- b. International 1-480-940-6500

2. TFleet Customer Support will ask a series of questions to define and diagnose the problem in an attempt to first correct the situation over the phone.

- a. Customer to provide Serial Number of product and vehicle asset ID to authorize the RMA.
- b. Customer to provide a detailed description of failure of product.

3. When approved, an RMA # will be provided to return defective unit under warranty.

- a. Follow directions on RMA Return Instructions (Sheet 2) to complete this return.

RMA RETURN ADDRESS:

ATTN: RMA CENTER
960 West Elliot Road
Suite 112
Tempe, Arizona 85284

NOTES:



RMA RETURN INSTRUCTIONS

Once you have completed troubleshooting with Customer Support, they will provide you with the RMA number (i.e. RMA01234) to return the product. This will help to provide quicker turnaround time of the repair. **A detailed description of the problem is required (i.e. will not connect to platform, no GPS, will not power up).** Product being returned must be received within 15 days of RMA being issued or it will be cancelled.

Section A (Product information):

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RMA#	PART#	SERIAL#	ITEM DESCRIPTION	PROBLEM DESCRIPTION

Return Instruction Steps:

1. Fill out Section A & B completely.
2. Place item(s) for return in shipping box with proper packaging.
3. A copy of the completed RMA form (Sheet 1) must be placed inside with the defective product.
4. Fold and place these RMA Return Instructions (Sheet 2) on the outside of the box. The RMA # must be added to the return label in space provided.
5. Customer is responsible for shipping fees back to Command Alkon.
6. Customer must have RMA # on outside of package or shipment may be refused.

Section B (Return Shipping Label):

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Return Address:

Ship To:

Command Alkon
Attn: TFleet Returned Goods

RMA # _____

960 West Elliot Road, Suite 112
Tempe, AZ 85284

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NOTE:

All returned goods must be received within 15 business days to avoid being cancelled
Customer is responsible to pay all shipping costs back to Command Alkon