**CLEARONE RMA REQUEST Date:** Click here to enter a date.

**Please mark the type of RMA needed (type an X in the space provided):**

|  |  |
| --- | --- |
| **Advanced Replacement** (We ship first, security required) |  |
| **Await Return** (You ship first, no security required) |  |
| **Non Warranty Repair** (Payment in advance required) |  |

**RMA Requestor Contact RMA Billing Contact** (If different than the requestor)

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Name** |  |
| **Email** |  | **Email** |  |
| **Phone** |  | **Phone** |  |

**Billing Address** (Of the company or individual who will provide the security or repair fee)

|  |  |
| --- | --- |
| **Company Name** |  |
| **Address** |  |
| **City, State, ZIP** |  |

**Shipping Address** (If different from the billing address)

|  |  |
| --- | --- |
| **Company Name** |  |
| **Address** |  |
| **City, State, ZIP** |  |

**Shipping Contact**

|  |  |
| --- | --- |
| **Name** |  |
| **Phone** |  |

**Part Number Serial Number Problem Information**

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Please email the completed form to** [**techsupport@clearone.com**](mailto:techsupport@clearone.com)

Upon notification of the Case Number the RMA department will contact you within 48 hours to request additional information for RMA processing if needed and provide you with the RMA documentation required to return the part. If you have not been contacted in this time frame please send an email requesting the status of your RMA request to [rma@clearone.com](mailto:rma@clearone.com) and reference your case #.  See the full RMA policy here: [**http://www.clearone.com/rma\_request\_policy**](http://www.clearone.com/rma_request_policy)

**For In-Warranty RMA requests:** A ClearOne tech support representative must troubleshoot the problem with you by phone (800-

283-5936) or email before an RMA can be authorized.

**For Non-Warranty repair requests:** No Fault Found units that have been troubleshot by Technical Support will qualify for a refund of repair costs minus a 10% fee. A full repair fee will be charged to any No Fault Found Repair RMA unit that has not been troubleshot by Technical Support.