

## RMA Procedure



If the hardware is still faulty after following all troubleshooting steps, please complete the following procedure in order to return it and obtain a replacement:

1. In a browser, go to [www.synoviasolutions.com](http://www.synoviasolutions.com) and click Support at the top.
2. Complete the RMA Form on the support page.
3. Follow the form's directions, entering the required data.
- 4 Print the form by right-clicking and choosing Print.
5. Keep the printed form to include in the shipment back to Synovia Solutions.
6. Click Submit at the bottom of the screen. In a few minutes, you will receive an automatic email for this submission assigning an RMA number.
7. Write that RMA number on the outside of the box you are shipping.
8. Carefully pack up the device(s) you are returning in appropriate packing material. Make sure to cover screens, if any, with cardboard and individually wrap each device with bubble wrap. If possible, use the packing material in which the units were initially sent to you.
9. Ship the unit(s) to Synovia Solutions at the following address. Remember to include the RMA Request form that you printed in step 4.

Synovia Solutions, LLC  
9330 Priority Way West Drive  
Indianapolis, IN 46240



