

# Request for Return Material Authorization (RMA)

We are sorry to hear that you are reporting an issue with your Celera Motion product. Please follow the RMA process below:

## STEP 1: INITIATE THE RMA

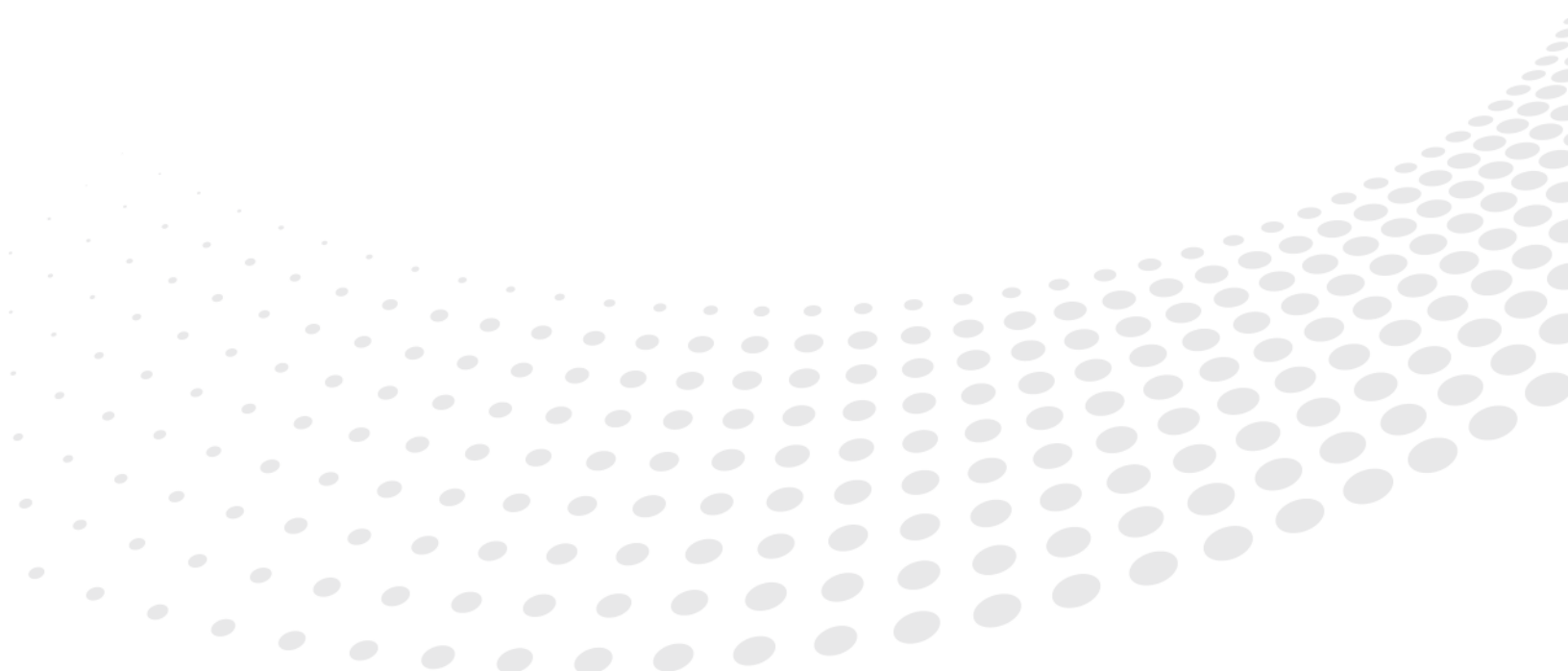
Please complete this form in its entirety and submit via email to: [Celera\\_Orders@celeramotion.com](mailto:Celera_Orders@celeramotion.com). Include any relevant pictures of additional data documentation.

Celera Motion will forward this form back to you with an RMA number within 1 - 2 business days, including any additional information necessary for return. Please include a copy of this form in the box when the product is returned.

NOTE: Out of warranty repairs require a Purchase Order for an evaluation fee, which will be credited to your repair should you decide to move forward with repair.

Repair cost is 50% of your original purchase price.

Evaluation fee is 25% of your original purchase price. This fee can be waived if the customer chooses to purchase a new unit at the time this information is communicated. This fee will be deducted from your total repair cost if you choose to repair this unit.



**FORM:**

Kindly provide the following details for each of the goods you plan to return:

ACCOUNT NAME

RETURN SHIPPING ADDRESS (STREET, CITY, STATE, ZIP CODE)

CONTACT NAME

CONTACT PHONE NUMBER

CONTACT EMAIL

CELERA MOTION PART NUMBER

QUANTITY

S/N / ORIGINAL PO/SALES ORDER NUMBER

MEDICAL DEVICE ONLY - WAS THERE ANY HARM TO PATIENT OR CARE GIVER

YES

NO

LOCATION OF FAILURE, FAILURE DESCRIPTION (INCOMING, IN-PROCESS, INSTALLATION, YOUR CUSTOMER)

## STEP 2: RETURN THE RMA

This step will occur after Celera Motion has received this document and has returned it to you with provided RMA number.

Clearly document RMA number on package/shipping documents and return item(s) to the highlighted address below:

Celera Motion  
ATTN: RMA *NUMBER*  
125 Middlesex Turnpike  
Bedford, MA 01730

Celera Motion  
ATTN: RMA *NUMBER*  
3900 Atherton Road, Suite 110  
Rocklin, CA 95765

NOTE: Items returned without RMA number will be returned to the sender.

## STEP 3: PROCESS THE RMA

Once the RMA is received, Celera Motion will evaluate the item and communicate next steps.