

**Replacement Policy:**

Products purchased through GuardTrax and under warranty\* may be returned for replacement by following these steps:

1. Contact GuardTrax Customer Service at 1-908-272-0114 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

**\*In some cases, it may be determined that the return is not eligible for free replacement. (Extreme or willful damage)**



**Return Material Authorization (RMA) Form**

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

RMA No: \_\_\_\_\_ Date Issued: \_\_\_\_\_  
(Obtained from GuardTrax Customer Service)

\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Qty	Device Name	Reason for Return	SIM # Under Battery	Serial # Under Battery	Order Date

**Shipping Instructions:**

1. The bottom of the original packing slip contains GuardTrax returns address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:  
  
GuardTrax  
ATTN: Replacement Dept.  
11 Commerce Dr. Lobby Floor  
Cranford NJ 07016

Shipments received by GuardTrax without an RMA number will be refused.

*Sample Address Label with RMA number*

John Smith XYZ Corporation 123 Main Street	RMA#: 123456
GuardTrax ATTN: Replacement Dept. 11 Commerce Dr. Lobby Floor Cranford NJ, 07016	

Use this space for additional Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return Approval: \_\_\_\_\_ Date: \_\_\_\_\_