



Invisible Service Technician

### Invisible Service Technician, LLC

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## RMA Replacement or Repair Request

- Please print and fill out the following form to request an RMA number.
- All information must be completed in order to be approved.
- Upon completion, please fax or e-mail to [customerservice@istmonitor.com](mailto:customerservice@istmonitor.com)
- When your RMA form has been received, IST will send you an e-mail confirmation of receipt.
- If you do not receive confirmation that we received your fax or e-mail within 48hrs, contact IST.

**Merchandise returned without an RMA number will be refused by our shipping department.  
Please mark the RMA number on the shipping label of your package.**

If you have any questions, please call IST customer service.

**Attn:** Return Department

Account Number: \_\_\_\_\_ Date: \_\_\_\_\_

Original Invoice# \_\_\_\_\_ Original Invoice Date \_\_\_\_\_

Customer Name: \_\_\_\_\_ E-mail: \_\_\_\_\_

Ship to Address: \_\_\_\_\_

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

Item	Part Number	Issue

RMA numbers are valid for 15 days after the day of issuance. The RMA number(s) must be prominently displayed only on the shipping label of boxes containing returned goods. Do not mark the boxes themselves. Any product returned without an RMA number, incomplete and/or not in resalable condition, or with an RMA number over 15 days old, may be refused. Returned goods must be shipped freight prepaid in their original boxes and packing material. A copy of your packing list/invoice must accompany all returned Products. Returned goods should be freight insured by you. Product returned to you under Warranty is shipped freight-prepaid via UPS Ground or other carrier at our discretion. IST, LLC reserves the right to charge for shipping, handling and labor if the Product received for repair is non-defective.