



RETURN AUTHORIZATION (RA) PROCESS

DFS utilizes a Return Authorization (RA) number system when a product will be returned to the factory during and after the warranty period. Obtain a RA number by contacting our Customer Support Department via telephone at 321-259-5009 Ext. 1117 or by email at rma@dataflowsys.com. There is also a RA request form in the Support section of our website www.dataflowsys.com.

The RA number is confirmation that DFS is expecting a specific product and information to be returned for repair. It also provides a tracking number for customers to account for a product delivered to DFS. Please retain this number for inquiries about any returned product. Please note that RA's are subject to standard shipping and handling charges unless the product is under warranty. Standard shipping charges will be based on UPS ground. Expedited shipping (USP Red) can be requested for an added cost. RA related pricing can be provided upon request.

Step 1:

Replace the failed or damaged product with a spare of the same type, if one is available.

Step 2:

Contact DFS by phone or email and request a RA number. The following information must be provided to DFS with your request:

- Customer/Utility Name and Shipping Address
- Contact Name and Phone Number
- Product and Serial Number
- A detailed description of the failure
- Purchase Order Number (if available)

Note: *The lack of a "Detailed description of failure" could result in the return of equipment due to the inability to properly determine the nature of the failure or testing resulting in "No Problem Found."*

Step 3:

Wrap the product(s) individually with foam or bubble wrap. Pack the item(s) in a sturdy box filled with popcorn-type or bubble wrap packing material. Include a packing slip that identifies the RA number.

Step 4:

Address the box to the DFS address below and ship it using any typical shipping carrier (i.e. UPS, FedEx, etc.). If circumstances permit, have a DFS employee hand carry the package to the headquarters for you. NOTE: DFS employees are not permitted to hand-carry unpacked equipment.

Data Flow Systems, Inc.
Attn: RA Department
605 N John Rodes Blvd.
Melbourne, FL 32934

Step 5:

Anticipate the RA turnaround time to be approximately two weeks from receipt to return of the product. If additional information is required during the repair process, the Customer Support Department will contact you. You may contact the Customer Support Department to request information on the progress of your repair.

Replacement of product may be necessary if repair is not possible. Warranty products will be replaced without prior notification. The Customer Support Department will contact you if any product not under warranty cannot be repaired and provide information on available options.