Return/Repair/Warranty Instructions

Instructions for returning BMS units to Ewert Energy for return, repair, or warranty:

1) Complete the attached Return/Repair/Warranty Form and include in package with BMS.

2) Before packaging the BMS, save a copy of your BMS profile to you computer. Ewert Energy does not guarantee that the profile will remain intact during repairs.

3) Package the BMS for shipping.
   To avoid damage to the BMS during shipping, please provide at least 2 inches of foam or bubble wrap on each side of the BMS. Please do not use packing peanuts to package the BMS. Items should not be able to move around in the package

4) Be sure you have included the completed Return/Repair/Warranty Form in your package.

5) Write the RMA number on the outside of the package.

6) Ship the package to Ewert Energy Systems at:
   Ewert Energy Systems
   161 E. Saint Charles Road
   Carol Stream, IL 60188

7) When shipping, please insure the package for the replacement value of the BMS. Customer is responsible for damage that occurs during shipping.

Continue to page 2 for Return/Repair/Warranty Form

Return/Repair/Warranty Form

RMA #

Please include form in package when you ship.

CUSTOMER INFORMATION

Company | Contact Person

Phone | Email

☐ Please contact me before returning unit

DESCRIPTION OF PROBLEM / SERVICE REQUESTED:

RETURN SHIPPING OPTIONS (Note: If an item is being returned for a repair covered by warranty, Ewert Energy will return to the item to you using the lowest cost shipping method, typically ground service in the continental US. You may elect, at your expense, to use a faster return shipping method.)

- UPS - Ground
- UPS - 3 Day Select
- UPS - 2nd Day Air
- UPS - 2nd Day Air AM
- UPS - Next Day Air Saver
- UPS - Next Day Air
- UPS - Next Day Air Early AM
- USPS - Priority (3-5 days)
- USPS - Express (1-2 days)
- FedEx - First Overnight
- FedEx - Priority Overnight
- FedEx - Standard Overnight
- FedEx - 2Day A.M.
- FedEx - 2Day
- FedEx - Express Saver

Would you like Saturday delivery? (For UPS 2nd Day Air and Next Day Air only; Additional charges may apply.)

◯ Yes
◯ No

If repairs are not covered by warranty, how would you like to pay for return shipping?

◉ Please bill me for shipping charges
◯ Please charge to my UPS account:
◯ Please charge to my FedEx account

ADDRESS FOR RETURN SHIPPING

Address 1

Address 2

City

State/Provence

Postal Code | Country

CUSTOMER AUTHORIZATION

Customer Signature | Date

By signing here, I authorize Ewert Energy to perform analysis and repairs on the enclosed equipment.

Date Returned: (for office use only)