



RMA #

## EFCS RETURN MATERIAL AUTHORIZATION

### Instructions for Return:

**Step 1:** Complete this (RMA) Form and return to [service@fcconcepts.com](mailto:service@fcconcepts.com). You will receive a an authorization RMA number, quote for Services if applicable, and a return location based on your proximity to an authorized service facility.

**Step 2:** Utilizing the depressurization tool provided with purchase and Instructions within the Customer booklet page C-6 release stored pressure suppression system per instructions.

**Step 3:** Prepare the EFCS for shipment utilizing original shipping box. If a replacement shipping box is needed please (X) this on the bottom of this form. This Box was designed specifically to protect the EFCS during shipping.

**Step 4:** Ensure your shipment is packaged securely and return with a copy of your RMA to the provided address.

**Step 5:** If expedited service is required please (X) this on the bottom of this form. You can also contact us directly 1(800) 877-2204 or email us at: [sales@fcconcepts.com](mailto:sales@fcconcepts.com)

Note: Any order which is returned un-used shall be issued a 10% restocking fee in addition to any additional shipping cost.

Note: Returns will not be accepted without prior authorization. Unauthorized returns will be refused and returned to the sender.

### Customer Information:

Company Name:

Phone #:

Contact Name:

Email:

Address 1

Address 2

City:

State/ Province

Zip /Postal Code:

Country:

### Product Information:

EFCS Part #

EFCS S/N:

Purchase Date

Please plan 60 days prior to any scheduled maintenance Due

6 Year Insp. Due.

12 Year Insp. Due.

Return un-used

Used in an event

Warranty

Defective

Other

If any of the following were checked, please provide detailed explanation:

Expedited Service Requested

Loaner EFCS Unit Requested

Replacement Shipping Box Requested

(If any boxes selected additional charges may apply)