

*Rescue Phone, Inc.*

2146 PRIEST BRIDGE COURT, SUITE 3 CROFTON, MARYLAND 21114  
TELEPHONE: 410-451-7300 FAX: 410-451-1452 TOLL FREE: 800-737-2832  
www.RescuePhone.us EMAIL: info@RescuePhone.us  
FEIN/TIN 52-1864804 CAGE CODE: 09UP4 DUNS: 87-711-3852

DATE: \_\_\_\_\_

RMA NUMBER:

(Please complete form and fax or e-mail BEFORE shipping equipment. We will issue you an RMA number once we receive this completed form.)

CONTACT INFORMATION:

NAME: \_\_\_\_\_

PHONE #: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

SHIPPING INFORMATION:

AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

EQUIPMENT NEEDING REPAIR: \_\_\_\_\_

SERIAL NUMBER (*if applicable*): \_\_\_\_\_

REASON FOR REPAIR: \_\_\_\_\_

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Please fill out & return via e-mail. Please return the equipment following the attached packaging guidelines.

Thank you for your cooperation.

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**PACKAGING GUIDELINES FOR EQUIPMENT RETURNS:**

Please ship unit to:

Rescue Phone, Inc.  
2146 Priest Bridge Court, Suite 3  
Crofton, Maryland 21114

- Use a rigid cardboard box
- Use adequate cushioning material (Rescue Phone is not responsible for damages occurring in transit.)
- Use strong tape designed for shipping
- Do not use string or paper over-wrap
- Use a single address label that has clear, complete delivery and return information

**PLEASE NOTE:** Rescue Phone is not responsible for damage to equipment occurring during transit due to improper packaging. Your department may incur a charge for the damage caused during transit.