

*Rescue Phone, Inc.*

8280 PATUXENT RANGE ROAD, SUITE B, JESSUP, MD 20794  
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 #: \_\_\_\_\_ BEST TIME TO CALL: \_\_\_\_\_

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.

Rescue Phone, Inc.

## *Rescue Phone, Inc.*

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TEL: 410-451-7300 FAX: 410-451-1452 TOLL FREE: 1-800-RESCUE2  
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### **PACKAGING GUIDELINES FOR EQUIPMENT RETURNS:**

**Please ship unit to:**

**Rescue Phone, Inc.  
8280 Patuxent Range Road, Suite B  
Jessup, MD 20794**

- **Use a rigid cardboard box**
- **Use adequate cushioning material**
- **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 cause during transit.**