

Replacement Policy:

Products purchased through Sidus and under warranty* may be returned for replacement by following these steps:

1. Contact Sidus Customer Service at 619-275-5533 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Service Department will process your request.

RMA forms can be obtained by:

- Website:
www.sidus-solutions.com
- Contacting Customer Service at 619-275-5533



SIDUS

Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____
(Obtained from Sidus Customer Service)

**Under Warranty (Must provide original order number and date in order to verify warranty coverage).*

Qty	Part Number	Description	Reason for Return	Serial #	Order Number	Order Date

Shipping Instructions:

1. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
2. Ship only the items that are authorized.
3. Ship returned items to:
*Sidus, Inc.
ATTN: Service Dept.
2785 Kurtz St.
Suite 1
San Diego, CA 92110*

Shipments received by Sidus without an RMA number will be refused.

Sample Address Label with RMA number

John Smith
XYZ Corporation
123 Main Street

RMA#: 123456

Sidus, Inc.
ATTN: Service Dept.
2785 Kurtz St.
Suite 1
San Diego, CA 92110

Use this space for additional Comments:

Customer Signature: _____ Date: _____

Return Approval: _____ Date: _____