

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. Customer responsible for freight charges, duties & VAT back to factory.

Ship returned items to:

3. Sidus Solutions LLC.
 ATTN: Service Dept.
 5555 Magnatron Blvd.
 San Diego, CA 92111

- All returned Items are subject to a \$265 teardown and inspection fee. This fee will be absorbed into the cost of the repair upon approval of repair estimate. By signing this document you agree to the above mentioned terms.

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

Sample Address Label with RMA number

Your Name Company Name 123 Main Street	RMA# XXXXXX
Sidus Solutions LLC. ATTN: Service Dept 5555 Magnatron Blvd Suite G San Diego, Ca 92111	

Use this space for additional Comments:

Customer Signature: _____ **Date:** _____

Return Approval: _____ **Date:** _____