

Sidus requires an RMA number to accompany all items shipped to the Sidus facilities. Shipments received without an RMA number may be refused.



## Return Material Authorization (RMA) Form

### Instructions to Obtain a Sidus RMA number:

1. Email completed RMA Form to [service@sidus-solutions.com](mailto:service@sidus-solutions.com). Or call Sidus Customer Service at (619) 275-5533 to obtain an RMA number.
2. Place the completed RMA form in the package with item(s) to be returned.
3. Clearly mark RMA number on the outside of the shipping package, along with all accompanying documents.
4. Return the authorized item(s) per shipping instructions.

For further assistance please contact Customer Service at (619) 275-5533.

<b>Company:</b>	
<b>Contact Name:</b>	
<b>Address 1:</b>	
<b>Address 2:</b>	
<b>City:</b>	<b>State:</b>
<b>Zip:</b>	<b>Country:</b>
<b>Email Address:</b>	
<b>Phone:</b>	<b>Fax:</b>

**Please fill out a separate RMA form for each returned item, as every returned item must be assigned a unique RMA number.**

QTY:	Sidus Part #:	Serial #:	Sales Order #:	Order Date:
<b>Reason for Return:</b>				

### Shipping Instructions:

1. Clearly mark the outside of the packaging with the RMA number.
2. Ship only the items that are authorized.
3. Ship returned items to:  
*Sidus Solutions, LLC  
 ATTN: Sidus Return  
 7352 Trade Street  
 San Diego, CA 92121*

### Sample Address Label with RMA number

John Smith  
 XYZCompany  
 123 Main Street

**RMA# 123456**

Sidus Solutions, LLC  
 ATTN: Sidus Return  
 7352 Trade Street  
 San Diego, CA 92121

*Use this space for additional comments:*

Items under warranty must include the original order number and order date to verify for warranty coverage.

**All out-of-warranty returned items are subject to a minimum two (2) hour teardown and inspection fee.**

**A storage fee may be applied to any items not return shipped after notification over 30 days. Items not paid for and/or not return shipped within 90 days of notification will be considered abandoned. It is understood and agreed that abandoned items may become property of Sidus and may be sold to recuperate costs for service and storage.**