



## RETURN MATERIALS AUTHORIZATION (RMA) INSTRUCTIONS

NetAccess Serial Number: \_\_\_\_\_

NetAccess Hardware Key: \_\_\_\_\_

NetAccess RMA or Return & Repair(RR) Number: \_\_\_\_\_

Dear Customer,

**Receipt of this replacement unit acknowledges that you will return the defective unit to IP3 within 10 Calendar Days or you will be charged full MSRP of the product shipped.**

\*Applies to RMA replacement units only

Please follow the instructions below when returning the defective unit:

### Packaging Guidelines:

- Include this completed form(or a copy) inside the carton
- Write the RMA or RR number on the outside of each returned box.
- Reuse the original packaging material of the replacement unit to return the defective unit whenever possible.
- Pad corners of the chassis and any components, or other fragile parts with foam or similar type material. Please treat the return as you would expect us to treat products sent to you.

### Shipping Guidelines:

- The customer is responsible for shipping cost related to the return of the defective product to Second Rule LLC.
- A shipping method using an appropriate carrier that provides a tracking number is recommended.

### **NOTE:**

- Second Rule LLC does not accept responsibility for any lost shipments unless proof of delivery to Second Rule LLC is provided.
- Product(s) delivered to Second Rule LLC without the RMA or RR number prominently displayed on the outside of the package will be returned to the Customer unopened.
- Second Rule LLC reserves the right to refuse shipment and return the package to the customer if received without proper packaging or damaged.

**Return Address:**            **Attn: IP3 RMA Department**  
   **RMA/RR # \_\_\_\_\_ (Please fill in)**  
   **Second Rule LLC**  
   **4119 Walnut Street, Suite 200**  
   **Philadelphia, PA 19104**

If you have any questions, please contact IP3 Support.

- Via Email: [support@ip3.com](mailto:support@ip3.com)
- Via Phone: You can reach IP3 support personnel Monday thru Friday, 6:00 – 5:00 PST at **1-800-388-5262, Option 2(toll free, U.S. and Canada) or 1-858-876-0146, Opt. 2.**
- Web: <http://kb.ip3.com>

Thank you for your continued support with the NetAccess line of products and solutions.

IP3 Networks™ Technical Support, Second Rule LLC