

Replacement Policy:

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

1. Contact Track Alaska Customer Service at (907) 357-2020 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 Replacement Department will process your request.

RMA forms can be obtained by:

- Website: <https://trackalaska.com/refund-and-return-policy/>
- Contacting Customer Service at (907) 357-2020



Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____

(Obtained from the Track Alaska Customer Service Department)

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

| Qty | Part Number | Description | Reason for Return | Serial # (Modem Only) | Order Number | Order Date |
|-----|-------------|-------------|-------------------|-----------------------|--------------|------------|
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Shipping Instructions:

1. The bottom of the original packing slip contains Track Alaska's return address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:
Track Alaska, LLC
617 South Knik Goose Bay Road, Suite K
Wasilla, AK 99654

Sample Address Label with RMA number

| | |
|---|---------------------|
| John Smith XYZ Corporation 123 Main Street | RMA#: 123456 |
| Track Alaska, LLC 617 South Knik Goose Bay Road Suite #K Wasilla, AK 99654 | |

Use this space for additional Comments: _____

Shipments received by Track Alaska without an RMA number will be refused.

Customer Signature: _____ **Date:** _____

Return Approval: _____ **Date:** _____