



rma@varieon.com
www.varieon.com

2035 Royal Ln #290
 Dallas, Tx 75229
 P. 469-916-1099
 F. 972-484-3225

Varieon RMA Authorization Form

Contact Name		Address:	
Company Name			
Phone #			
Fax #		Original PO#:	
Email Address:		Product Key:	
Sales Rep: or (Vendor)		Serial #:	

Item Description	Problem Description	
Warranty Status	Date	RMA#

Important Read this Carefully Before you Sign this Document

By signing this document, the customer agrees to all following terms and conditions. claims are subject to warranty status. If the product is not covered under warranty, the customer agrees to pay for any and all service charges, freight, and component replacement charges. Varieon is not responsible for damages during shipping. If any damages are found to have occurred during shipping, the company returning the items will be liable to claim for insurance through the shipping service. All items returned must be insured for current invoiceable amount for the respective items. All returned merchandise must be adequately packaged, meaning the item(s) being returned must be packed with enough material inside the package to protect the returned items. If it is found that the items were not adequately packed, then the company returning the items will be liable for all material costs and damages. All returns without a copy of the RMA form will be refused.

IF THIS DOCUMENT IS NOT SIGNED AND RETURNED TO US IN 5 BUSINESS DAYS THE RMA NUMBER WILL EXPIRE .

AFTER SIGNING THIS DOCUMENT ALL ITEMS MUST BE RECEIVED BY THE RMA DEPARTMENT NO LATER THAN 5 BUSINESS DAYS.

 Authorized Rep. Signature

Date: _____

 Varieon Service Rep. Signature

Date: _____



Varieon, Inc.
2035 Royal Lane Suite 290
Dallas, TX 75229
T. 469-916-1099 / F. 972-484-3225

Out-of-Warranty Quick Repair Program

Please review the Varieon Out-of-Warranty QRP Policy (attached), read and follow all instructions carefully.

1. Payment for repairs under this program is by **VISA, MASTERCARD, or AMEX only**. Checks or P. O.s will not be accepted.
2. Fill in missing information on the Out-of-Warranty QRP Customer Information and Authorization form completely.
3. Make certain to check your return shipping preference on the form (Section 1.). No Saturday deliveries. If none are checked, selected unit(s) will ship back via ground.
4. Fill in your credit card information (Section 2.), check the card type, and sign and date the form. Your signature authorizes Varieon, Inc. to perform the repair to your equipment and charge your credit card.
5. Fax the completed form to 972-484-3225.
6. Before shipping: Box the equipment or use a shipping case or an appropriate box with packing material with 2-3 inches of padding.
7. Insure the equipment.
8. Ship your equipment, freight prepaid, to:

Varieon, Inc.
2035 Royal Lane Suite 290
Dallas, TX 75229
Attn: RMA Dept. (QRP / RMA #) – Please write your authorization number here.

9. A Varieon technician will inspect the equipment and perform the necessary repairs. Your credit card will be charged the total amount on this form or less and your equipment will shipped back to you per your shipping preference indicated on the form.

Repair Work Estimate

- The estimated repair cost does not include the cost of return shipping. The shipping cost, according to the customer's shipping preference, will be charged along with the repair cost to customer's credit card.
- There is a fee of \$75 for inspection, estimating, and handling on all equipments received by Varieon in such cases where the customer decides not to proceed with the repairs or if it is determined that no repair is necessary. However, this fee will be waived if Varieon performs the repair work.
- Out-of-Warranty repairs do not include the replacement of parts unless indicated on the estimate.

** Please refer to the QRP / RMA number when calling Varieon for repair status.



Varieon, Inc.
2035 Royal Lane Suite 290
Dallas, TX 75229
T. 469-916-1099 / F. 972-484-3225

Out-of-Warranty QRP Policy

1. Coverage: Any Varieon equipment, the warranty for which has expired, which requires service, will be repaired under Varieon's Out-of-Warranty QRP at the customer's request and expense.
2. Varieon, at its discretion, reserves the right to refuse to repair any Varieon product that Varieon deems, in its sole discretion, to have been damaged due to customer abuse, neglect, or lack of maintenance.
3. Payment Methods:
 - a. Customers will prepay the cost of shipping the equipment to Varieon.
 - b. The cost of the Out-of-Warranty QRP Service, and freight cost to return the equipment to the customer, will require payment in the form of a **VISA, MASTERCARD, or AMEX Credit Card** only.
4. Damage or Loss: Varieon assumes no risk of damage to or loss of equipment during all shipment to and from Varieon. It is HIGHLY RECOMMENDED that the customer insure the equipment for the invoice value and take special care to ensure that the equipment is properly packed for safe and damage-free transit.
5. Written Estimates: Varieon will provide customer a written fixed rate estimate of repair costs.
6. Two Requisite Authorizations: No Out-of-Warranty QRP repair work will be performed before the following two conditions are met:
 - a. Customer authorizes Varieon, in writing, to perform the repair and charge their specified credit card for the costs of repair, and return freight.
 - b. Varieon receives credit card approval to charge customer's credit card the relevant costs.
7. Turnaround Repair Time: Varieon will aim to repair your out-of-warranty in timely manner after receiving the equipment and authorization to proceed. Repair time may vary depending on parts, labor, and other factors.
8. Return Freight:
 - a. Customer may request that the equipment be shipped back by overnight, for which a flat fee will be charged to customer's credit card.
 - b. Unless customer requests that the equipment be shipped back by overnight courier, Varieon will automatically return the equipment by UPS Ground, for which a flat fee will be charged to customer's credit card.
9. Inspection Fees – in the event of a Decision Not to Repair: If a customer decides not to proceed with have the equipment repaired, Varieon will return the equipment to the customer (in accordance with the Return Freight Policy listed above) and also charge the customer's credit card in a flat fee of \$75.00 for Inspection, Estimate, and Handling.



Varieon, Inc.
 2035 Royal Lane Suite 290 Dallas, TX 75229
 T. 469-916-1099 / F. 972-484-3225

**Out-of-Warranty QRP
 Customer Information & Authorization Form**

Fill out the form completely, sign in the space provided, and fax it to 972-484-3225.
 Do not leave any field blank or we will not be able to process your repair order in a timely manner.

1. Contact Information QRP / RMA #: _____

Customer Name:		Date:	
Address:		Loc. Type:	<input type="checkbox"/> Residential
City:			<input type="checkbox"/> Commercial
State:		Return Shipping Preference	
Zip:			
Phone:			
Email:		<input type="checkbox"/> Overnight	\$
		<input type="checkbox"/> Ground	\$
		<input type="checkbox"/> Will Call	
Description of Problem:			

2. Credit Card Information & Authorization

The following information is required in order to inspect and/or repair your equipment.

Name on Credit Card: _____

Billing Address: Street: _____

City: _____ State: _____ Zip: _____

Card Type: Visa M/C AMEX

Credit Card Number: _____

Expiration Date: _____ CVV: _____

Customer Signature: _____

Date: _____

Varieon will not be able to process your repair request without a signature.

**** Note:** By signing above, you accept the terms and conditions of the Varieon Out-of-Warranty QRP Policy and authorize Varieon, Inc. to inspect and/or perform repairs and charge your credit card the amount shown on the original Repair Work Estimates Form.

3. Repair Work Performed (for Varieon use only.)

Date Repaired:		Major / Minor / Inspection Only
Work Performed:		
Parts Replaced:		
Repair Cost \$		C/C Authorization #
Shipping Cost \$	Total Cost \$	