

Replacement Policy:

Products purchased through Aratek and under warranty may be returned for replacement by following steps:

1. Contact Arateks' sales 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.

RMA forms can be obtained by:
- Website: www.aratek.co

**Return Material Authorization (RMA) Form**

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ **Date Issued:** _____

| Model | Qty | Reason for Return | S/N | IMEI 1 (If Have) | IMEI 2 (If Have) | PI No. |
|-------|-----|-------------------|-----|---------------------|---------------------|--------|
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Shipping Instructions:

1. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
2. Ship returned items to:

Aratek Biometrics Technology Co., Ltd
ATTN: Yuki Tan
Add: 4F, 2rd Building,
Nangang First Industial Park,
Baimang songbai Road 1029,
Nanshan District, Shenzhen,
China.
TEL: +86-13530518211

Shipments received by Aratek without an RMA number will be refused.

Sample Address Label with RMA number

| | |
|---|-----------------|
| John Smith XYZ Corporation 123 Main Street | RMA No.: 123456 |
| Aratek ATTN: 4F, 2rd Building, Nangang First Industial Park, Baimang songbai Road 1029, Nanshan District, Shenzhen, China | |

Use this space for additional Comments:

Customer Signature: _____ **Date:** _____

Return Approval: _____ **Date:** _____