

PixController Repair Form

All returns must be authorized by an RMA Number. Email **support@pixcontroller.com** for authorization number before shipping back any merchandise. Please include your name, order number, and the reason for the return in your email request. Once the RMA number has been issued, product must be shipped to PixController, Inc. within 14 days of issuing the RMA number. If the product is not shipped within this time period the RMA number will no longer be valid.

Warranty/Repair Information for PixController Products:

- You **MUST** contact **support@pixcontroller.com** before sending your product to us to receive an **RMA number**.
- Any products outside the 1 year warranty period **must** send a check/money order for **\$25.00** payable to PixController, Inc. for a technician to diagnose the problem. You will be notified of any additional charges due to parts or repair time needed over this \$25.00 fee.
- Your product must be packed in a cardboard box as it was when it was shipped to you. Any items shipped in padded mailers can be severely damaged in transit and will be returned to you unopened.
- **We recommend that you insure your package. PixController, Inc. will not be responsible for lost or damaged items shipped to us.**
- **Allow 1 to 3 weeks for repair work.**

All repairs should be returned along with this completed repair form and s&h/repair fee to:

PixController, Inc./Repairs
1056 Corporate Lane
Export, PA 15632



Make checks payable to:
PixController, Inc.

Name: _____ E-mail Address: _____

Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Item(s) being returned: _____

Date purchased (month, year): _____

RMA # _____

I have included \$ _____ for s&h/repair

Describe problem in detail: *(continue on separate sheet if necessary)*

◆ **Items received without the proper requirements will be promptly returned. Thank you for your cooperation.** ◆