



Equipment Return Form

The quality of our products is very important to CBORD. If this equipment did not perform correctly when first received, please contact the Help Desk at 866.789.2977 immediately to report the problem as part of our Product Quality Assurance (PQA) program. We will investigate the nature of the problem and provide you, our customer, with the results.

For a RAN (Return Authorization Number) please call the Help Desk: 866.789.2977, or send an email to CS_Support@cbord.com. Please include the information below in that email.

Defective equipment that has been pre-replaced MUST be received within 30 days of the date the RAN was issued.

This form is required with all returned equipment. Please complete this form and return it with equipment. Please remember to place the RAN number on the outside of the shipping package.

1. Return Authorization Number: _____ Date: _____

2. Name of Organization: _____

3. Person to Contact: _____ Phone: _____

- 4. [] Purchased Equipment to be Repaired and Returned
[] Leased Equipment Returned
[] Excess Equipment Returned
[] Other. Please explain: _____

Purchase Order Number (PO), if required (damaged, spilled, no service agreement): _____

- 6. Type of Equipment:
[] Access [] Vending
[] Laundry [] POS (Point of Sale)
[] Copier [] Value Terminal
[] Other:

7. Serial Number: _____

- 8. Nature of Problem:
[] Unit appears electrically dead (no lights)
[] Unit will not operate on-line: [] Ever [] Sometimes
[] Unit displays error codes or messages (Please list at # 9)
[] Reader fails to read cards _____% of the time
[] Other (Please list at # 9)

9. Please describe the problem in detail: _____

Equipment Return Address: The CBORD Group, Inc., Card Systems Division
6330 Gateway Drive, Suite A
Cypress, CA 90630