

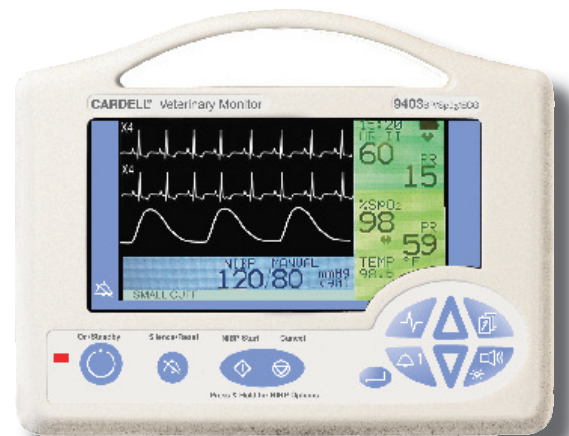
Calling CASMED for an RMA

In order to have a monitor returned to CASMED for repair, there must be an RMA number (Return Merchandise Authorization) assigned by CASMED.

In order to issue an RMA number CASMED will need:

- **Model number** (ex. 9405)
- **Serial number** (can be located on the bottom of the monitor right below the bar code). If the monitor is close to being out of warranty (2 years old), a proof of purchase may be required.
- **Customer ID** (if you do not have a customer ID you will need the name of your facility, a shipping address and a billing address).
- **Credit card** may be required if it is a new account being set up. All non-hospital accounts are set up as prepayment, if charges apply a credit card or check will be required before the repair(s) are started.
- **P.O. number** may be necessary if the customer has NET payment terms and the repair is billable. Please note that a customer can use a P.O. to approve a certain amount and CASMED will call for approval if the repair exceeds the amount.
- **Calling you with an Estimate** is an available option should you not wish to approve the repair upfront. Please note longer turnaround times apply to estimates & a flat rate estimate charge.
- **Issue with the unit** should be as specific as possible. The more detail available, the more accurately we will be able to 'pin point' the issue. An example would be a complaint of intermittent temperature. It would be very helpful for the customer to know when the temperature does work and when it doesn't (is it every 3rd time, do you have to turn the monitor off and back on to get it to work?).
- Once the RMA number is given to the customer, it is important that they keep the number for their reference and reference it on the outside of the package.
- All repairs should be sent to the address below:

CAS Medical Systems
Attn. RMA #
32 East Industrial Rd.
Branford, CT 06405



CASMED
FOR WHAT'S VITAL

44 East Industrial Road Branford, CT 06405 USA
Telephone: 203 488 6056 Toll Free: 800 227 4414
www.casmed.com