



when reliability is critical™

## **RMA PACKAGING INSTRUCTIONS FOR PRODUCT(S)**

FORM# 837001

1/8/2016

Product(s) damaged during return shipment to CTI for repair due to improper packaging protection will NOT be covered under warranty and may be rejected and returned by CTI Quality Control Inspector.

The following precautions must be addressed by Buyer:

1. All product(s) with exposed electronics ("open frame") ***must be*** pre-wrapped in an ANTI STATIC BAG, or similarly rated ANSI/ESD S541, EIA 625 compliant material for static protection. This includes the cable end of enclosed products.
2. Each product ***must be*** individually wrapped and boxed with bubble wrap or other protective material to prevent any damage during shipment.
3. Original packaging with inserts should be used for returning products.
4. Trackballs and trackball products ***must be*** double boxed to prevent damage to mechanical components.

CTI Electronics Corporation is NOT responsible for any damage incurred during shipment to CTI for repair, replacement or credit.

Please write the RMA # provided by CTI on the return shipping label.

**[CTI Repair and Return Policy](#)**  
**[Document Number 811681](#)**

