



when reliability is critical™

PACKAGING INSTRUCTIONS FOR RMA UNIT(S) TO CTI
RMA SERVICE ORDER - FORM# 850008
06/30/2010

Units damaged during shipment to CTI for Repair due to poor packaging will NOT be covered under warranty and may be rejected by Incoming QC.

The following precautions must be addressed:

1. All unit(s) with exposed electronics **must be** pre-wrapped in an ANTI STATIC BAG, or similarly rated material, for static protection. This includes the cable end of enclosed units.
2. Each unit **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 keyboard 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.

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

