

# Blonder Tongue Return Material Authorization Policy

## A Return Material Authorization (RMA) Number Is Required On All Product Returns (Regardless if Product is Being Returned for Repair or Credit)

### Product Received at the Blonder Tongue Factory Without an RMA Number will be Returned to Sender

RMA numbers must be used when returning product for credit or repair. Use of RMA numbers will ensure efficient processing. When returning product to Blonder Tongue, please follow the simple steps below (in the order that they appear):

#### SERVICE REPAIRS ONLY

1. Fill out the Product Return Authorization Form indicating product information. Repair items do not require original invoice information, but it is helpful in determining warranty eligibility.
2. Contact Blonder Tongue Service Department in one of three ways:
  - 1) e-mail to: **returns@blondertongue.com** (recommended method) Include all of the information from the Product Authorization Form. or,
  - 2) Fax the Product Authorization Form to: **1-732-679-4022** or,
  - 3) Call Blonder Tongue Service Department at: **1-800-523-6049; Ext. 4256**
3. After completing Steps 1 & 2, an RMA number will be assigned to you.
4. Securely pack the product and mark the box with your RMA #. If shipping multiple boxes, all boxes should be marked with the RMA #. The RMA # must be placed near your return address in large, bold print (approximately 2" in height). Please see the address label below as an example of the relative size and location of the RMA #.

#### Sample Address Label with RMA #

John Smith ABC Company 123 Smith Street Anytown, USA 00000	<b>RMA#1234</b>
BLONDER TONGUE LABORATORIES, INC. ONE JAKE BROWN ROAD OLD BRIDGE, NJ 08857	
ATTN: PRODUCT RETURN FOR SERVICE	

#### CREDIT RETURNS ONLY

1. Fill out the Product Return Authorization Form indicating product information. **Product being returned for credit must include original invoice information.**
2. Contact Blonder Tongue Customer Service in one of two ways:
  - 1) Fax the Product Authorization Form to: **1-800-336-6295** or,
  - 2) Call Blonder Tongue Customer Service at: **1-800-523-6049**
3. After completing Steps 1 & 2, an RMA number will be assigned and emailed to you.
4. Securely pack the product (in the original box, if available) and clearly mark the outside of all packing boxes with the RMA #.
5. An RMA # is void if product is not returned within 60 days of issue date.

#### Sample Address Label with RMA #

John Smith ABC Company 123 Smith Street Anytown, USA 00000	<b>RMA#1234</b>
BLONDER TONGUE LABORATORIES, INC. ONE JAKE BROWN ROAD OLD BRIDGE, NJ 08857	
ATTN: PRODUCT RETURN FOR CREDIT	

5. Send your returns to:

**Blonder Tongue Laboratories, Inc.  
One Jake Brown Road  
Old Bridge, NJ 08857  
Attn: Product Returns**

6. All shipments are to be pre-paid by the sender. **No COD's will be accepted.**

