

Preparing products for return or repair involves three steps:

1. Obtaining a return authorization
2. Packaging the product
3. Shipping the product

Step 1: Obtaining a return authorization

Contact our Client Care Center (CCC) number **800-638-9270, Opt 2** (EMEA +1-954-846-3376) for technical service support 5am to 5pm Pacific, Monday through Friday (excluding holidays) for:

- **Troubleshooting hardware and RMA creation**
- **Status updates on orders or service repair**
- **Shipping information or prepaid labels**
- **Delivery confirmation**

***** Please have your equipment serial number available *****

Alternatively, you may e-mail us at CCCltronix@flextronics.com or enter your service request at <http://flexcare.flextronicslink.com/>, Flextronics's web portal, provides 7x24 access to create RMA's, check the status of Service Requests, or to search the knowledgebase. This service does require registration for user-id and password, which the CCC can set up when you call.

NOTE: For support and queries in Europe, Middle East and Africa, please email CCCltronix@flextronics.com or call +1-954-846-3376 between 8 AM to 8 PM EST.

Step 2: Packaging the Product

It's important that your rugged computer equipment be packaged to avoid damage in shipping. Such damage may not be covered and repairs may be delayed.

WHERE FLEXTRONICS PACKAGING IS AVAILABLE

If the original packaging material was retained, or you have received a unit back from our repair facility and held on to the packaging material, use this material to package the computer equipment you are returning for service.

ALTERNATE PACKAGING

If you do not have the original packaging material or box, please pack equipment as follows:

- Completely wrap computer equipment in two layers of 'bubble-wrap' or ½ inch thick foam. (Suitable packing material can be purchased at your local shipping or office supply store).
- Place the wrapped equipment in a suitable shipping box, using the bubble wrap, ½ inch thick foam, or any paper based packaging material commonly used to ship fragile items to center the equipment in the box and prevent both horizontal and vertical movement during shipping.
- Ensure the RMA number is written legibly on the outside of the shipping container.

REMOVE THE BATTERY AND WRAP IT SEPERATELY IN THE SAME BOX.

DO NOT USE STYROFOAM PEANUTS. This material is not anti-static and could damage the electronic components, thereby voiding the warranty.

NOTE: FLEXTRONICS ASSUMES NO LIABILITY FOR LOSS PRODUCT OR DAMAGE TO PRODUCT WHILE IN TRANSIT TO OUR REPAIR FACILITY.

Step 3: Shipping the Product (US only)

- **To ship product or hardware in for service, ship to:**

FLEXTRONICS SERVICE CENTER
ATTN: RMA # (_____)
250 S. Milpitas Blvd
Milpitas, CA 95035

NOTE: RMA number is assigned when you contact us in first section above. The shipping address for the repair facility will be included in the RMA confirmation email.

- **For EMEA Repairs, Ship To:**

FLEXTRONICS GLOBAL SERVICES & SOFTWARE
ATTN: RMA# (_____)
UNIT 5, STRETTON GREEN DISTRIBUTION CENTRE
LONGFORD WAY, APPLETON, WA4 4TQ UK

- **To call the Flextronics preferred carrier for pickup:**

Call FedEx at 1-800-463-3339 (US ONLY), EMEA Customers will be instructed about shipping options when RMA is opened.

NOTE: FLEXTRONICS DOES NOT PROVIDE ADDITIONAL SHIPPING INSURANCE.