| For OPAL-RT INTERNAL USE ONLY   (LEAVE BLANK, DO NOT FILL) | |
|---|---|
| RMA NUMBER   (ex: RMAxx_xxxx_xxxxxx) | |
| OPAL-RT PROJECT NUMBER   (ex: PFxxx-xxx) | |
| APPROVED BY: | |

| SECTION A – CUSTOMER INFORMATION | | | |
|---|---|---|---|
| RMA Request Date (today's date): | | | |
| Company/University Name: | | | |
| Billing Address: | | | |
| City, Province/State, Country, Zip Code: | | | |
| Administrative Point of Contact: | | | |
| Phone: | | Email: | |
| Technical Point of Contact: | | | |
| Phone: | | Email: | |

| SECTION B – PART INFORMATION | |
|---|---|
| Project number (ex: PF123-456) | |
| Model (ex: OP5330) | |
| Part number (ex: 126-0123) | |
| Serial number (ex: 13-1234) | |
| Revision (ex: 2.3) | |
| Simulator serial number (ex: PF123456S01) | |
| If more than one part is to be returned, please separate items by a "/". (ex for model: OP5330 / OP5340) | |

| SECTION C – RETURN INFORMATION | | |
|---|---|---|
| Do you require your product to remain at the same revision? (See note) | | Yes ☐     No☐ |
| Do you require your product to remain at the same serial number? (See note) | | Yes ☐     No☐ |
| Do you require receiving a replacement part before sending your defective part? ($) (See note) | | Yes ☐     No☐ |
| Have there been any customer-performed hardware modifications to the part/component? | | Yes ☐     No☐ |
| Please select one of the following return reason: | Other (please specify) | |
| Cause of the problem: | Other (please specify) | |
| When was the problem seen: | Other (please specify) | |
| To troubleshoot the problem the simulator was: | Other (please specify) | |
| Please add any additional information that might help us provide a better RMA service. If you have answered "Other (please specify)" to any of the questions above, enter additional details here. | | |

NOTE: Products requiring to be kept at the same revision and/or to be kept at the same serial number may include additional fees billable to the customer. An Opal-RT Technologies representative will contact you with more information. Requiring a replacement part before sending the defective part does include additional fees billable to the customer. A web payment form for this procedure is available at: INSERT LINK HERE.

## SECTION D – PRODUCT OPERATIONALLY DEFECTIVE

| | | | |
|---|---|---|---|
| Please provide the support ticket number through which the debugging went (6 digits): | | | |
| If you do not have a ticket number, please open a support case: http://www.opal-rt.com/support/support-request | | | |
| Was the problem solved by substituting the part/component/system by a similar known-working part/component/system? | | Yes ☐　　　No ☐<br>Could not proceed ☐ | |
| Is the problem: | Intermittent ☐　　Constant ☐　　Unknown ☐ | | |
| Real-time operating system | Redhat　　☐　　QNX6.3.2 ☐　　CentOS ☐ | | |
| RT-LAB, MATLAB, HYPERSIM versions | RT-LAB:　　　　　MATLAB:　　　　　HYPERSIM: | | |
| Any changes made to your part / system between the time it used to work and now? | | Yes ☐　　No☐ | |
| If Yes, please list the changes (software and hardware): | | | |
| Briefly explain any installation, testing or troubleshooting procedures you performed prior to filling the RMA request: | | | |
| Briefly explain any additional information that could be helpful to our engineers/technicians in testing, diagnosing or duplicating the problem: | | | |

## SECTION E – SHIPPING INFORMATION

| | |
|---|---|
| **Acknowledgement:** | ☐ **You are not allowed to ship the hardware before receiving written acknowledgement from an OPAL-RT representative. This acknowledgement will include the RMA number.** |
| **RMA Number and mention:** | **The RMA number must be clearly written:**<br>*On the commercial invoice to join the shipment (for all non-Canadian customers)<br>*On the shipping box, visible at all times<br>**The mention "RETURN MERCHANDIZE AUTHORIZATION" must be clearly written:**<br>*On the commercial invoice to join the shipment (for all non-Canadian customers) |
| **Shipping method:**<br>(See note) | ☐　I will take care of shipping the hardware from my location to Opal-RT<br>☐　I want Opal-RT to take care of the shipping process from my location to Opal-RT **($)** |
| **Shipping Instructions:** | Please ensure components for this RMA request are returned in one shipment will all required documentation. OPAL-RT is not responsible for the loss of product(s) as a result of multiple customer shipments using the same RMA number. OPAL-RT is not responsible for additional custom fees billable to the customer nor for additional delays due to inappropriate or incomplete documentation. |
| **All RMA products should be shipped to:** | **OPAL-RT Corporate Headquarters**<br>1751 Richardson, Suite 2525<br>Attn: (Insert the OPAL-RT employee name you are in contact with)<br>Montréal, Québec, Canada, H3K 1G6<br>Tel: 514-935-2323 / Toll free: 1-877-935-2323 / Fax: 514-935-4994 |
| Product(s) must be returned in the condition in which they were received. Modifications or damage may void the warranty. Please follow proper ESD guidelines for packaging product returns. All products must be enclosed in protective ESD bags to prevent damage. Use original OPAL-RT packaging if available. | |
| NOTE: The official standard OPAL-RT RMA procedure mentions that the customer is responsible for shipping the hardware from his location to OPAL-RT, including sustaining the shipping fees and generating the appropriate paperwork. OPAL-RT also offers this service. The customer can subscribe to this option by filling the web payment form available at: INSERT LINK HERE. | |