

Return Material Authorization Policy

Positron Access offers repair and replace services through its Return Material Authorization (RMA) team. All Positron products being sent in for repair or replacement require an RMA number.

Requesting an RMA Number

In order to obtain an RMA number from Positron, please follow these steps:

- Log on to the Positron Access website at www.positronaccess.com
- Mouse over the Services tab and click on Repairs. This will bring you to the Repair Policy and Procedures page
- Scroll down to the bottom of the page and click on Customer Generated RMA and Service Ticket which will bring you to <http://ticketmaster.positronaccess.com>
- Complete the trouble ticket form with all the necessary information as well as a description of the reason for return and click submit. A ticket number will be assigned which can be used for tracking purposes
- If the return ship to address differs from the address entered on the trouble ticket form, please specify the ship to address in the text box on the trouble ticket form
- Positron will contact you with an RMA number as well as the shipping address for the equipment being returned

Shipping the Equipment for Return or Repair

The RMA number must clearly be marked on all boxes, crates and shipping documents (parts returned without an RMA number will not be accepted). Include the name and phone number of a contact person should additional information be required. To accelerate the repair process, include a report detailing the reason for return with the unit(s). Bulk repairs (more than five items) will require additional processing time, therefore please take this into consideration when requesting an RMA number.

