

Calling CASMED for an RMA

In order to have a monitor returned to CASMED for repair, there must be an RMA number (Return Merchandise Authorization) assigned by CASMED.

In order to issue an RMA number CASMED will need:

- **Model number** (ex. 740-3NL)
- **Serial number** (can be located on the bottom of the monitor right below the bar code). If the monitor is close to being out of warranty (2 years old), a proof of purchase maybe required.
- **Customer ID** (if you do not have a customer ID you will need the name of your facility, a shipping address and a billing address).
- **Credit card** may be required if it is a new account being set up. All EMS accounts are set up as prepayment, if charges apply a credit card or a check will be required before the repairs are started.
- **P.O. number** may be necessary if the customer has NET 30 terms and the repair is billable. Please note that a customer can use a P.O. to approve a certain amount and CASMED will call for approval if the repair exceeds the amount.
- **Issue with the unit** should be as specific as possible. The more detail available, the more accurately we will be able to 'pin point' the issue. An example would be a complaint of intermittent temperature. It would be very helpful for the customer to know when the temperature does work and when it doesn't (is it every 3rd time, do you have to turn the monitor off and back on to get it to work?).
- Once the RMA number is given to the customer, it is important that they keep the number for their reference.
- All repairs should be sent to the address below:

CAS Medical Systems
Attn. RMA #
32 East Industrial Rd.
Branford, CT 06405



Loaners

At CASMED we strive to provide the highest level of service possible to all of our customers. This is why we take great pleasure in being able to provide loaner monitors for all of our customers.

When calling CASMED for an RMA number (Return Merchandise Authorization):

- **Ask for a loaner monitor.** If the monitor is coming back under warranty, the use of a loaner is free of charge. If this request is billable, the cost to the customer is \$30.00 for the duration of the repair plus freight.
- Loaners are generally sent out within 3 days of receiving the loaner request from the customer. Once the loaner monitor is received, please feel free to use the same box and ship it back to CASMED. **There will be no call tags (UPS Label) issued for customer owned property coming back for repair.** (Warranty monitors, CASMED pays three out of the four shipments, the loaner both ways and the customer owned unit back.)
- **Accessories generally will not be shipped with our loaner monitors.** Accessories are not covered under our warranty, and therefore if the accessories are defective should be replaced by the customer. If a customer wishes to send in their accessories in with the monitor to have them tested, they may do so. However, if nothing is found wrong with the monitor and the accessories are found to be defective our \$100.00 estimate fee will apply. An exception to this is monitors that the accessories still are covered under warranty (6 months) or if our service department requests the customer to send in their accessories.
- **After one week of having the repaired unit back, it is the customer's responsibility to call CASMED and arrange to have a call tag(UPS Label) sent out to get the unit back.**
- If CASMED has not heard back from the customer within two weeks of their unit being delivered, there will be an additional charge, which will be re-assessed every two weeks. A sheet of paper will come with the loaner monitor with all important information on it.

