

## Welcome to Apollo Display standard RMA request page

To receive your RMA # you must complete our online form. Any parts returned to Apollo without an RMA # will be refused. All returned parts must be packaged in anti-static bags with their protective cover sheets. Apollo is not responsible for any damage to the parts caused by improper packaging or shipping. An analysis report is required, explaining the problem with each unit. Without the report it may cause a delay in repairing the unit(s). Lead time is 8 - 10 weeks for all returned parts. If you have any question or concerns, please contact your salesperson or our [RMA department](#).

***All Returns not covered under factory warrantee and/or damaged by customer will be subject to administrative and engineering fees. All RMA returns not covered under factory warrantee and/or damaged by customer will be evaluated by Apollo engineering and billed to customer at the standard engineering rate of \$75.00/hour.*** A minimum bill amount of \$75.00 for engineering evaluation services will be charged for all RMAs not covered under factory warrantee. This charge does not include repair parts or services. Legitimate product failures will be processed as "Under Factory Warrantee" and repaired or replaced.

To help customers avoid a \$75.00/hour RMA Evaluation Charge, Apollo offers a guide to the most common problems. These problems are often caused by mishandling or improper testing at the customer's location. Please review these problems before requesting an RMA.

Thank you for your cooperation.