

## MRA Policy and Form

Synergy Systems, LLC offers a 12-month limited parts and labor warranty from date of shipment for all of its products. For product determined to be damaged upon receipt Synergy Systems, LLC must be notified within 30 days of receipt. If you believe that you have a defective product covered under our warranty terms, please complete an MRA form and e-mail it to [oemmra@synergy-gps.com](mailto:oemmra@synergy-gps.com).

An MRA number will be e-mailed back to you. Please include this number in all shipping documentation. In accordance with our terms and conditions, the customer pays for the shipment to Synergy Systems and Synergy Systems will pay for the return shipment. Please do not debit your account as all repaired or replaced products are returned at no charge.

Products found not to be defective or, otherwise, not covered under the warranty terms, will be assessed a minimum \$90.00 analysis fee plus shipping.

SynPaQ/E Flat Rate Repair information and pricing

For further assistance, please call us at +1-858-566-0666.