



January 2, 2009

Dear Valued Customer,

Sprox, Inc is implementing some minor changes to our RMA process to better serve you.

At this time we require a Credit Card Authorization form to be on file with each RMA request. This form should be faxed in along with your RMA form prior to shipping in your Soundog(s).

Once we receive your Soundog back for repair, we will diagnose the cause of the Soundog malfunction.

We will submit (via fax or email) a repair/replacement estimate, if the repair charges are not covered under warranty. If your Soundog(s) are not repairable, we will be replacing them with our B-Stock inventory.

After we receive your approval on the estimate, your Soundog(s) will ship and the credit card on file will be charged the approved amount.

Please feel free to call if you have any questions on our new RMA process. We will be happy to assist you in any way we can.

Thank you,

Sprox RMA Dept.



**Sprox RMA Department
CREDIT CARD AUTHORIZATION FORM**

VISA

MASTERCARD

AMEX

| | |
|--|--|
| Account Number: | |
| Expiration Date | |
| Name of Card Holder | |
| Name of Company Payment should be Applied | |
| Billing Address | |
| Signature | |
| Sales Order or Purchase Number | |
| Amount of Purchase/Repair | |
| Telephone Number | |

Sprox fax: (231) 237-0849

SPROX REPAIR DEPARTMENT
RMA FORM
RETURN MATERIAL AUTHORIZATION / REPAIR

Customer: _____ Site#: _____ Phone: _____
 Corp Name/Franchise: _____ Fax: _____
 Shipping Address: _____
 City: _____ State: _____ Zip Code: _____
 Email: _____
 Contact name: _____
 Signature: _____

| <u>MODEL #</u> | <u>QTY</u> | <u>SERIAL #</u> | <u>PROBLEM</u> | <u>INSPECTED BY</u> |
|----------------|------------|-----------------|----------------|---------------------|
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IMPORTANT INFORMATION! Please Read carefully:

1. Complete this form and fax back to Sprox Repair at **(231) 237-0849**.
2. The RMA# will be assigned to form & faxed back to customer.
3. Include a copy of your RMA form and original purchase invoice with the Sounddogs being returned.
4. Please make sure that the RMA# is marked clearly on the outside of each box.
5. To avoid shipping damage, return all units in their original Sprox packaging or other suitable packaging.

RMA#:

Warranty Exp:

Return Unit(s) to:

VIA U.P.S.
 Sprox, Inc.
 12705 US 31 N, Unit B1
 Charlevoix, MI 49720

VIA US MAIL
 Sprox, Inc.
 PO Box 679
 Charlevoix, MI 49720

For Internal use only:

| Serial # | Problem | Fixed | Cause | Warranty | Billable | Invoice# |
|----------|---------|-------|-------|----------|----------|----------|
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