



Return Merchandise Authorization Form

RMA Number: _____ Company Name: _____

Email Address: _____

Credit: _____ Replacement: _____ Service Bench #: _____

Location Information

Customer Name: _____ Branch Number: _____

Phone Number: _____ Fax Number: _____

Address: _____

RMA Information

Product Name	12-Digit Serial Number	8-Digit Assembly # (begins with 810-000)	Return Reason

Returns: Distributor must accept all Products tendered under this Agreement. Under no circumstances is Distributor permitted to reject Products tendered or to return Products without ecobee's prior written consent, unless otherwise specified on a particular Order. Defective Products shipped to Distributor may be returned only with a "Return Merchandise Authorization" or ("RMA") provided by ecobee prior to return, and must comply with ecobee's policies and procedures then in effect. Approved returns must be accompanied by a Return Merchandise Authorization (RMA) number issued in advance. Credit for returns complying with RMA procedures will be issued by ecobee only upon receipt and inspection of returned Product as follows: (i) in case Distributor paid by credit card, to the Distributor credit card used to make payment, and (ii) in all other cases, by cheque. All returns must be in the original ecobee packaging and contain all items provided with the Product. Distributor must prepay freight and all related transportation costs for all returns; risk of loss passes upon delivery to ecobee.

Shipping Information

Please choose one of the following:

<p>US Return ecobee c/o Ingram Micro Logistics Branch 40 - US40 195 East Elk Trail Carol Stream, IL, 60188</p>	<p>Canada Return ecobee c/o Drexel Industries 100 Kellogg Lane London, ON N5W 0B4</p>
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UPS Purolator FedEx Other _____

Tracking Number: _____

Customer: _____ Authorized By: _____

Form Instructions

Before submitting an RMA form you will require the following:

- Contact ecobee at insidesales@ecobee.com to submit an RMA form with all required information filled out in it's entirety
- ecobee will issue a unique RMA# specific to the return request, once the RMA Form is received.
- ecobee will return the RMA form with the RMA # included. Defective products must be returned under the provided RMA# to designated address with the form attached
- Email the ecobee Inside Sales team with the tracking information of your return once shipped. insidesales@ecobee.com
- Once the return is received, a replacement or credit will be processed within **10 -15 business days**

Serial Number Information

To Obtain Serial Number Information from your unit:

EMS Si: select Menu > About > Serial Number

ecobee3 Lite/ecobee4/SmartThermostat with Voice Control/ecobee6 Premium/ecobee6 Enhanced: select Menu > About > Serial Number

Returning Your Equipment

Packaging Your Equipment

After completing your RMA form, use the following steps to prepare your package for shipment:

It is best to use the original ecobee box and packaging in which your product was sent and received in.

If the original box is missing or damaged, any box that is of suitable size and in good condition can be used.

Place a copy of the completed RMA form and return purchase order if applicable inside the box.

Firmly tape the lid of the box with packaging tape.

Labeling Your Package

When shipping a package, include this form **inside** of the shipping box with the product(s) you are returning. Send the package to the following address by selecting one of the following applicable options (*Please identify method of shipping and provide a tracking number for the package being sent back*):

For US customers ONLY

ecobee c/o Ingram Micro Logistics
Branch 40 - US40
195 East Elk Trail
Carol Stream, IL, 60188

For CANADIAN customers ONLY

ecobee
c/o Drexel Industries
100 Kellogg Lane
London, ON N5W 0B4

Please cut along the dotted line & attach to the product you are returning.



ecobee **RMA UNIT**

RMA Number: _____

RMA Requester: _____

US Return
ecobee
c/o Ingram Micro Logistics Branch
40 - US40
195 East Elk Trail,
Carol Stream, IL, 60188

Canada Return
ecobee
c/o Drexel Industries
100 Kellogg Lane
London, ON N5W 0B4