



Reno Depot Repair Return Material Authorization (Repair and Return)

1. Customer completes Section A, listing materials being requested for repair and return.
2. Customer returns form with Section A completed to NatlRepSvc@IGT.com
3. Reno Depot Repair will return the form with Section B completed. The RMA number and Quote will be included if approved.
4. Customer reviews the quote and follows the instructions in Section C.

Section A: RMA Submittal

Submittal Date					
Customer Name				Customer #	
Street Address					
City		State		Zip	
Contact Name			Email		
Phone			Fax Number		

Qty	Part Number	Part Description	Function Failure

Section B: Reno Depot Repair Review

Approved
Partially Approved
Declined

Approval / Declined Comments			
RMA		Quote	

SALES TAX AND FREIGHT ARE NOT INCLUDED - PRICE SUBJECT TO CHANGE

Section C: Customer Quote Review

- If the Customer declines to move forward with the repair after receiving the quote, they should send a response to Reno Depot Repair at NatlRepSvc@IGT.com and the quote and RMA will be closed.
- If the Customer approves the quote and wishes to move forward with the repairs, please provide a PO# and complete the following steps as required.

Customer PO#	
--------------	--

1. Sign and return a copy of the quote to NatlRepSvc@IGT.com
2. Please remove all EPROMs that do not belong to IGT prior to shipping.
3. Include a copy of the completed RMA form in the shipment.
4. Please package to prevent damage in transit (e.g. ESD packaging, foam, bubble wrap).
5. All RMAs for material repair **must be addressed to Reno Depot Repair** at the below address. Please reference RMA number on shipping labels, documents, and packaging. It is recommended that you ship via a traceable method.

Reno Depot Repair
ATTN: RMA# (Provided by Reno Depot Repair)
 9295 Prototype Drive
 Reno, NV 89521