

## HOW TO ENTER RMA/RDO REQUEST

Log into your Ituran Controlit account at [www.ituranusa.com](http://www.ituranusa.com) enter your username and password



Click on Menu bar, select Inventory > RMA/RDO Request Form

**RDO** is a refurbished device process and service. We offer this service of testing, updating and verification of devices to any customer who originally purchased the device. **RMA** is a return merchandise process and is for devices that are still under warranty and are suspected as a non-working device.

On the first screen, Device Selection, you will enter your name, email address and how many device(s) you are sending back:

<b>Company Name</b> Controlit Demo Lendit program	<b>Requested By</b> icontrol	<b>E-mail</b> rma@ituranusa.com
<b>Request Date</b> 1/12/2026	<b>Total number of devices sent</b> 3	

On the next page, Processing Options, you will answer a series of questions:

**Renewals:** would you like to extend the service of the devices, so they are ready to use when you are getting them back?

**Non-working devices:** this may include devices with water/physical damage, devices that warranty expired etc. Would you like to receive those devices back, or should Ituran discard them (those devices cannot be refurbished or fixed)?

Would you like the refurb units shipped back when ready, or wait and ship with your next order of units?

If you would like to purchase new harnesses, cables or parts for the refurbished units, what type and how many would you like?

On the last page, Summary, it will give you a quick summary of your selections before submitting.

Once completed, click Submit once.

#### Summary - Ituran Refurbish Device Order

Please review the summary:

Devices Sent: **Parts Selected:**  
• 2002 - 2002 Cable- for Starter Disable (x 1)  Pay And Renew  Ship with next order

If damaged, would you like Ituran to replace the plastic case at a cost of \$3 per device?

No  Yes

If the backup battery is exhausted, would you like Ituran to replace it at a cost of \$6 per device?

No  Yes

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Please note, an email will be sent to the email provided with the RMA number and our address to ship back to.

Hello **Meir's Mgmt Integration 5016 Test**,  
Thank you for submitting an RMA request!

Your RMA#: **26766**

Device Count: **21**

Device Numbers:

Ituran will use this number to keep track of your request.

Please Ship to following address

Shipping Information:

**ITURAN USA**  
**Attn RMA Department**  
**1700 NW 64th Street**  
**Suite 100**  
**Ft. Lauderdale, FL 33309**

Please include the RMA# on the outside of the package so it can be tracked.

Thank you.