

# RMA Request Form

Company: \_\_\_\_\_ Original Invoice #: \_\_\_\_\_ Original PO#: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal / Zip code: \_\_\_\_\_

Country: \_\_\_\_\_

Contact: \_\_\_\_\_ Ship 'Attention To': \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## Payment Method:

- Visa       MasterCard  
 Discover       American Express  
 COD (US only)       Open Account (Net 30)

Return PO #: \_\_\_\_\_

### Please Note:

Please provide payment information. Upon completion of troubleshooting, it may be determined that the repair charges will be the customer's responsibility. If this is determined to be the case, you will not be charged until we received authorization to do so. Please see RMA Policy for fee information.

Credit Card #: \_\_\_\_\_ CCV#: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Phone # on Card\*: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

Billing address same as shipping address.

\* Phone number of bank printed on back of credit card.

Qty: \_\_\_\_\_ Part #: \_\_\_\_\_ Serial / Job #: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Qty: \_\_\_\_\_ Part #: \_\_\_\_\_ Serial / Job #: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Qty: \_\_\_\_\_ Part #: \_\_\_\_\_ Serial / Job #: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Parts being returned to the customer will be shipped via the same shipping method as they were received unless otherwise specified below.

## Shipping Notes:

We do not ship via the US Postal Service.

## Shipping Carrier:

- UPS       FedEx\*       DHL\*

\* Customer account only.

Carrier Account #: \_\_\_\_\_

(Required for FedEx and DHL)

Shipping address is residential.

## Shipping Method (Domestic - *WITHIN* the US):

- Overnight       2 Day       3 Day       Ground (UPS only)

## Shipping Method (International - *NOT WITHIN* the US):

- UPS:       Express       Expedited\*\*       Ground (Canada only)

- FedEx\*:       Priority       Economy\*\*

- DHL\*:       Express

\* Customer account only.

\*\* Not available in all areas.



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