



DAMAGE & RETURN MATERIAL AUTHORIZATION (RMA) CLAIM REQUEST

SECTION I

REQUIRED

Dealer Name: _____

Contact: _____

Address: _____

Phone/Ext: _____

City: _____

State: _____

Zip: _____

Email: _____

SECTION II

Damage for freight claims must be filed within 48 hours of delivery. Pictures of damaged goods and the original cartons are required. Failure to include these documents will delay or deny processing of your request.

- Reason For Request
- | | | |
|---|---|---|
| <input type="checkbox"/> Concealed Damage | <input type="checkbox"/> No Longer Needed | <input type="checkbox"/> Wrong Material Shipped |
| <input type="checkbox"/> Freight Damage | <input type="checkbox"/> Warranty Defect | |

Other: (Please Explain)

Return for Credit? NO YES

Return for Repair? NO YES

Replacement Needed? NO YES (Note- By signing below you acknowledge that the replacement will be invoiced and credit issued once the return is processed.)

Was any possible damage noted on the Bill of Lading or POD? NO YES

Are the item(s) still in the original packaging? NO YES

SECTION III

QTY	Model/Description	Serial Number	PO Number	Sales Order Number

Shipping Instructions:

- 1 Ship only those items that are authorized.
- 2 If item is Return for Credit it must be in original packaging and unopened.
- 3 Please include a copy of this form with the RMA number provided in the shipping documents.
- 4 Make a copy of this form for your records.
- 5 Physical damage, mis-handling, mis-use, or product modifications will void Warranty return.
- 6 Once issued, the RMA is valid for 60 days only.

Customer Signature : _____

Date: _____

*** INTERNAL USE ONLY ***		
CSR: _____	INVOICE AMT \$ _____	CREDIT AMT \$ _____
FREIGHT CLAIM FILED? <input type="checkbox"/>	APPLY RESTOCKING? <input type="radio"/> NO <input type="radio"/> YES	
RMA ISSUED <input type="radio"/> NO <input type="radio"/> YES	RMA # _____	Replacement Entered <input type="checkbox"/>