

ADDTRONICS ENCLOSURE INC.

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RMA REQUEST FORM

RMA NO:

Request Date:	Email:
Customer Name:	Contact Person:
Phone#	Fax#
Address:	

MODEL/Part Number	QTY	Invoice Number	Invoice Date	Reason Code	PROBLEM

RMA Process Requirement

- a. Describes all problems using RMA form.
- b. The defective products must have a trouble tag attached to each product describing the problem.
- c. Print RMA# clearly on all mailing labels.
- d. For all RMA units, customers should pay for the return freight charge and Addtronics will pay for the shipping charge for replacement.
- e. Products return must have all the components and accessories included.
- f. Incomplete RMA form-filling may cause delay in RMA process.

<p>Reason Code</p> <ol style="list-style-type: none"> 1. Shipping Damaged (Explain problem) 2. Warranty Repair(Explain problem) 3. Wrong Product Shipped – Credit 4. Didn't Order – Credit 5. Evaluation(Pre-approved) – Credit 6. Other (Explain) 	<p>RMA DEPARTMENT USE ONLY</p> <p>Date Received: _____</p> <p>Processed By: _____</p> <p>Management Approval Required(Reason)</p> <p>_____</p> <p>Signature / Date</p>
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