

# RMA REQUEST FORM

<b>RMA NUMBER:</b>	Please completely fill out the RMA Request Form & provide a copy of all necessary invoices and information. ATTN: Jason Luu: <a href="mailto:jason@cidesign.com">jason@cidesign.com</a> Phone No.: 949-872-2555 Fax No.: 949-679-1572
<b>DATE:</b>	

<b>Company Name:</b>	<b>Account No.:</b>
<b>Address:</b>	<b>Inv / SO No.:</b>
<b>City, State, Zip:</b>	<b>Phone:</b>
<b>Contact Person:</b>	<b>Email:</b>

Part Number	Qty.	Serial Number	Reason for Return

**ACTION TO BE TAKEN:**

- |   |   |                                       |
|---|---|---------------------------------------|
| <input type="checkbox"/> Return to Stock (RTS)      | <input type="checkbox"/> Test and Report Result | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Re-stocking Charge _____ % | <input type="checkbox"/> Issue Credit           | _____                                 |
| <input type="checkbox"/> Repair and Return          |   | _____                                 |

**RETURN PROCEDURES**

**Repair and Return Authorization:**

1. Complete and return this form along with the original invoice number of the purchased product by email / fax.
2. A RMA number will be issued within 48 hours of the submitted request.
3. Only products indicated on the RMA will be accepted for return. Ci Design is not responsible for other items received without authorization.
4. All products returned to Ci Design should be properly packaged to prevent damage during shipping, and shipped back freight prepaid. We will not repackage shipments.
5. The RMA number should be clearly written on the outside of the package; otherwise, the package will be refused by our receiving department.
6. Advance Replacements (if eligible) will be invoiced, and credited only upon receipt of the defective product.
7. A PO number will be required for all repair and/or advance replacement orders.
8. All Repaired / Replacement products will be shipped via Ground Service. If an alternate or faster service is required, you may choose to be billed or provide your shipping acct. information.

**Shipping Information:**

Account No.: \_\_\_\_\_

Ship Via: \_\_\_\_\_

**Restocking Fee Agreement:**

Customer acknowledges the re-stocking charge of: \_\_\_\_\_ %

Customer Signature: \_\_\_\_\_

**Disclaimer:** Ci Design does not warranty cosmetic damage. All cosmetic damage will be returned as received unless indicated by customer to repair at customer expense.

**Warranty:** External enclosures have a limited 3 year warranty. Products returned under terms of warranty will be repaired and returned to the customer.

**FOR OFFICE USE ONLY**

<b>Management Approval:</b>	<b>Date:</b>
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Part Number	Qty.	Testing Result	Status

**RMA Pending/Date:** \_\_\_\_\_ **RMA/Closing Date:** \_\_\_\_\_ **RMA/Signature:** \_\_\_\_\_

**Notes:** \_\_\_\_\_