



# RMA REQUEST FORM

**Contact Information**  
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- Dead On Arrival (DOA)\*
- Warranty Replace
- P.O. refurbishment
- Paid Return & Replace
- AHR (Contracts only, according to contract terms)

\*DOA If the unit fails within 48 hours of operation. All refurbishment parts carry a minimum of 30 day warranty from date installed.

P.O. Number #  RMA #

<b>Customer Information</b>	<b>Ship To</b>	
Contract Number <input type="text"/>	Company Name <input type="text"/>	
Company Name <input type="text"/>	Requestor Name <input type="text"/>	
Requestor Name <input type="text"/>	Shipping Address <input type="text"/>	
Billing Address <input type="text"/>		
<input type="checkbox"/> Priority 1. - ASAP		
<input type="checkbox"/> Express - 5 working days		
<input type="checkbox"/> Normal - General service		
	VAT # (Europe only) <input type="text"/>	
Telephone <input type="text"/>	Telephone <input type="text"/>	
Fax <input type="text"/>	Fax <input type="text"/>	
Email Address <input type="text"/>	Email Address <input type="text"/>	

All returns to Retronix RF Group must be properly packaged with materials provided. RMA # must be clearly marked on the outside of the box

#	Product Description	Part #	Serial #	Problem Reported - Reason for Return
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**general comment area/Deco concerns**

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