

RECORTEC

2231-A Fortune Drive
San Jose, California 95131
(408) 928-1480
www.recortec.com

RETURN MATERIAL AUTHORIZATION (RMA) FORM

RMA Number: _____ Warranty: In Out

Do Not Fill. Recortec Use Only

- 1) Complete this form and return by email to **support@recortec.com** or fax to (408) 928-1489.
- 2) Please list one product per line.
- 3) This form will be returned to you by email or fax with an RMA number after product warranty verification.
- 4) Ship RMA products freight prepaid. After repair, Recortec will return the product UPS ground freight prepaid for in warranty items. For any other shipment method, customer must pay the difference in freight. Out of warranty items will be invoiced for any parts, labor, and shipping charges. **Products shipped to Recortec without an RMA number or freight collect will be refused.**
- 5) **The RMA number must be clearly marked on the outside of the package.** Damage or loss of goods during shipment is the sole responsibility of the customer. Insufficient packaging may result in loss of warranty.
- 6) RMA numbers are valid for 30 days from date issued.
- 7) A \$75.00 minimum diagnostics fee applies to all out of warranty products received.

Company Name: _____ Date: _____

Address: _____

City: _____ St: _____ Zip: _____

Telephone: _____ Email: _____

Contact Name: _____

MODEL NUMBER	SERIAL NUMBER	INVOICE NUMBER	PROBLEM DESCRIPTION

For out of warranty products, please indicate method of payment:

VISA MC AmEx Purchase Order #: _____
(For customers with Net Terms only)

Comments: _____

Repair cost estimate (Recortec use): _____

Actual cost of repairs will be assessed and quoted after units have been received and evaluated.

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Date Issued: _____ Date Received: _____

Issued By: _____

RMA NUMBER NOT ISSUED DUE TO:

Serial Number incorrect Invalid invoice number Other _____