

# Return Material Authorization (RMA) Form



**Product without an RMA number will not be accepted by Aveox, Inc.**

Submit this form to our Customer Service Department by FAX 805-915-0350 or E-mail sales@aveox.com to obtain an RMA number.  Please refer to the applicable terms below.	<b>RMA #:</b>	
	<b>Date Requested:</b>	
	<b>Date Received:</b>	
	<b>Sales Order:</b>	
	<b>Aveox Project #:</b>	

<b>Original PO #:</b>		<b>Original Ship Date:</b>	
<b>Company Name:</b>		<b>Contact Name:</b>	
<b>Address:</b>		<b>Phone:</b>	
<b>City/State/Zip Code:</b>		<b>E-Mail:</b>	

<b>Part Description:</b>	<b>Total Qty:</b>	
<b>Aveox P/N:</b>	<b>Customer P/N:</b>	<b>S/N:</b>
<b>Aveox P/N:</b>	<b>Customer P/N:</b>	<b>S/N:</b>
<b>Aveox P/N:</b>	<b>Customer P/N:</b>	<b>S/N:</b>

**Reason for Return (Check all that apply):**

<b>Repair:</b>	<input type="checkbox"/>	<b>Refurbish:</b>	<input type="checkbox"/>	<b>Upgrade:</b>	<input type="checkbox"/>
<b>Warranty Claim:</b>	<input type="checkbox"/>	<b>Corrective Action Requested:</b>	<input type="checkbox"/>	<b>Other / See Below:</b>	<input type="checkbox"/>

**Please Provide Specific Details for Returning Product:**

**I Understand and Accept the Terms Below:**

- Applicable Terms:**
- 1) This RMA expires 30 days from the date of issue.
  - 2) All products must be returned to Aveox, Inc., prior to the expiration date, transportation pre-paid.
  - 3) Aveox reserves the right to tear down and evaluate, without customer authorization, items returned within one year of the original shipment date to determine warranty status. Else customer will be notified of functional test results and Aveox will await customer instructions before continuing.
  - 4) No credit is authorized until warranty status has been determined. Credit may be rescinded if during the evaluation it is discovered that warranty has been violated.
  - 5) There is a \$500 evaluation fee for items returned that are not within warranty. This fee is waived if repairs at the customer's cost are approved.
  - 6) The return shipment must include the product, a copy of the Aveox, Inc., shipper, and the RMA number clearly labeled on the carton to prevent delays at our receiving dock.
  - 7) Should non-conforming material be determined not to be Aveox's responsibility you will have fourteen (14) days to respond to our notification for disposition, or material will be returned to you "as-is" (evaluation/test and return shipping charges may apply).
  - 8) All responses for corrective action will be on Aveox forms and format. A quotation can be provided to transcribe the Aveox corrective action report on customer's forms.
  - 9) Corrective action requests for products out-of-warranty will be a chargeable unless waived by our Sales Department.