



2265-A Ward Ave.
 Simi Valley, CA 93065

RMA #:	
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RETURN MATERIAL REQUEST AUTHORIZATION (RMA) FORM

The completion of this form is required for returning product to Aveox, Inc. for any reason.

Submit this form to our Customer Service Department by FAX 805-915-0201 or E-mail janet@aveox.com to obtain an RMA number. Refer to the applicable terms below.

Date Requested:	Date Received:	Sales Order:
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Requestor:

Company Name:	
Address:	
City/State/Zip:	
Aveox Part #:	
Customer P/N:	
Part Description:	
Qty:	Serial Number(s):

Contract Information:

Original P.O.#:	
Buyer's or Authorized Representative's Name, Phone#, Fax#, and Email:	I understand and accept the terms shown below <input type="checkbox"/>
Technical Contact's Name, Phone#, Fax#, & Email:	

Details for the reason for return (check all that apply):

- Unit received damaged YES
- Dimensional error YES
- Marking error YES
- Functional/Performance error YES

Corrective action requested YES

Please provide specific details for this request to return product:

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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 Credit may be rescinded if during the evaluation it is discovered that warranty has been violated. 5) There is a \$500 evaluation fee for items returned that are not within warranty.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 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.