

## RETURN MERCHANDISE AUTHORIZATION FORM



**RAMTRONIX**

**Ramtronix RMA#:** \_\_\_\_\_

### Customer Information

<b>Name:</b>		<b>Purchase Order #:</b>	
<b>Address:</b>		<b>Restocking Fee:</b>	<i>Assessed at 25% of price per unit</i>
<b>City, State, Zip:</b>		<b>Email Address:</b>	
<b>Province/Country:</b>		<b>Payment Method:</b>	Credit Card <input type="radio"/> Check <input type="radio"/>
<b>Return Shipping Options:</b>	<ul style="list-style-type: none"> <li>• <b>Any Carrier:</b> We provide you with a return shipping address, and you provide and pay for your own mailing label using the carrier of your choice.</li> </ul>	<input type="radio"/>	
	<ul style="list-style-type: none"> <li>• <b>UPS Drop-Off:</b> We provide you with a pre-paid shipping label for your return package and you take it to an authorized UPS shipping location. The cost for the prepaid label will be deducted from your total refund.</li> </ul>	<input type="radio"/>	
<b>Return Reason Codes:</b> <small>(Enter code in "Return Code" column.)</small>	A. Arrived Damaged   B. Arrived Defective   C. Changed Mind   D. Not Satisfied with Item E. Ordered Wrong Item   F. Incorrect Item Shipped   G. Other (Please explain below.)		
<b>Other (Explain):</b>			

### Return Product Information

Qty	Item #	Description	Serial #	Return Code	Credit Type
					Credit <input type="radio"/> Replacement <input type="radio"/>
					Credit <input type="radio"/> Replacement <input type="radio"/>
					Credit <input type="radio"/> Replacement <input type="radio"/>
					Credit <input type="radio"/> Replacement <input type="radio"/>
					Credit <input type="radio"/> Replacement <input type="radio"/>
					Credit <input type="radio"/> Replacement <input type="radio"/>
					Credit <input type="radio"/> Replacement <input type="radio"/>

### Replacement Product Information

Qty	Item #	Item Description

**Reason:** \_\_\_\_\_

**Approved By:** \_\_\_\_\_

### Ramtronix, LLC Return Policy & Instructions

We want you to be completely satisfied with your purchase, however, we understand that sometimes things don't work out. If you would like to return a purchase from Ramtronix, please follow our guidelines below:

- To request a return or exchange, contact us within fourteen (14) days of the receipt of your order.
- If you placed your order as a GUEST, you must email us to request a return. Send the email with item description and reason for return to "[Sales@Ramtronix.com](mailto:Sales@Ramtronix.com)" and we will reply. Include a copy of your order confirmation.
- If you placed your order as a REGISTERED CUSTOMER, login to the store and go to "My Account". Click "Completed" to see a list of your completed orders. Find the order you wish to return and click "Return Item(s)". Fill out the "Quantity to Return", "Return Reason" and optionally, "Return Action" and "Comments". Click "Submit Return Request". We will review your request and will respond via email.
- If your request was approved, fill in the form above and return it to us and we will process your request. If there are no questions, we will return the form with an RMA (RA) #.
- Pack the products to be returned in a shipping carton so that the original box does not become marked or damaged. Ramtronix cannot be held responsible for damage in shipping resulting from improper packaging. Buyer agrees to initiate any freight claims as necessary for damage resulting in shipping. Ship pre-approved returns to:

Ramtronix  
600 Palisades Ave.  
#422  
Union City, NJ 07087  
RMA#: \_\_\_\_\_

- The last page of this form contains a shipping label with the RMA #. Place this label on the outside of the box. Please ensure that the RMA # is displayed on the return label or the shipment may be refused.
- For further assistance, call customer support between 9 AM and 5 PM (Eastern) at (800) 441-2680 or use the Contact form on our website to send us your questions.

### Important Conditions Regarding Your Return Request

- No returns are accepted without an RA (RMA) number.
- All returns are subject to a minimum 25% restocking fee depending on the condition, date of purchase, and the manufacturer's policy.
- Returns of Free Shipping items will have the freight charge deducted from the return credit.
- All returned items must be in new condition, in their original unaltered box (including an intact UPC code), with no signs of use or wear and must include all original packing material, documentation, blank warranty cards and accessories.
- Ramtronix is not responsible for personal data or items left in products returned.
- Refunds on returned items which were paid by credit card, PayPal, or eCheck will be credited to the same account used for the purchase. Refunds for items paid by check will be issued by check. Ramtronix reserves the right to wait up to 14 days for funds to clear before refunding an order paid by check.
- We will not perform any assessments until payment has been received. Credit Cards will be accepted in lieu of payment terms. For accounts with established payment terms, please issue a purchase order for appropriate fee per unit prior to returning the unit to our facility.

Ship To:

(Please attach the label below to the outside of all boxes & packages. Ensure it is clearly visible  
as this will aid identification and improve processing time.)

**Ramtronix, LLC**  
**600 Palisade Ave.**  
**#422**  
**Union City, NJ 07087**

**RMA #:** \_\_\_\_\_