

RLC'S RETURN MATERIAL AUTHORIZATION ("RMA") FORM



RLC ELECTRONIC SYSTEMS
12 Corporate Blvd.
Sinking Spring, PA 19608
610-898-4902 (phone)
sales@rlcsystems.com
repairs@rlcsystems.com

RLC USE ONLY

RMA #

RMA ISSUE DATE

Any Questions re: RMA Form?

Contact Name: Repair Department
Phone #: 610-898-4902 x 1305
Email: repairs@rlcsystems.com

CUSTOMER CONTACT INFORMATION

CUSTOMER:

CONTACT PERSON:

PHONE:

EMAIL:

SHIPPING ADDRESS:

	P/N & S/N	Original Ship Date	Description of Defect	RLC USE ONLY			
				Tag	W/NW	IN	DUE
1							
2							
3							
4							
5							
6							
7							
8							

RLC'S RMA POLICY

RLC will only accept RMA return shipments if (i) RLC authorized the return, (ii) RLC assigned an RMA number and (iii) the return is in compliance with the terms of this Form as well as the terms and conditions that accompanied the original invoice for the returned products (which applies to this Form and the processing of the requested return).

Steps to Process Return of RLC Product/Material

- Step 1:** Complete the RMA form above (the "Form").
- Step 2:** Return this Form to RLC via email at repairs@rlcsystems.com or fax at (610)898-4903.
- Step 3:** RLC, at its discretion, will assign an RMA # and will notify customer by emailing (or faxing) a signed copy of this Form to the customer.
- Step 4:** Customer must package all products properly to prevent damage during shipment.
- Step 5:** Customer must enclose a copy of this Form signed by an authorized RLC representative and marked with an RMA # within the shipping box.
- Step 6:** RMA # must be clearly visible on the outside of the shipping box.
- Step 7:** Upon receipt of the returned product, RLC will inspect product to determine if it is damaged, defective or otherwise non-conforming.
- Step 8:** After RLC's inspection, RLC will notify customer of its determination and the manner in which RLC proposes to resolve concerns related to the returned product, (e.g., no action, replace, repair) as well as the costs associated with the same.
- Step 9:** Customer shall in turn notify RLC of the manner in which they desire to proceed via email at repairs@rlcsystems.com or fax at (610)898-4903.
- Step 10:** RLC will process RMA request in a timely manner and, if appropriate, bill customer accordingly.

General Rules Regarding RMA

- Provide specific details when completing the Form (e.g., marking "DOA" or "Not Working" will delay processing).
- Returns with "No Problem Found" may incur service fee especially if inadequate "description of defect" is entered by customer on this Form.
- Products marked "expedited" are subject to additional costs.
- If product is damaged upon RLC's receipt of it (due to improper packaging), RLC's warranty is null and void.
- RLC warrants RLC manufactured product for one year from RLC's original invoice date or as otherwise set forth on the invoice accompanying RLC's shipment of the parts.
- Customer must inspect and notify RLC of product damages/defects within 5 business days of customer's receipt of shipment. Failure to do so voids any claims for reimbursement for damages/defects capable of being known upon initial inspection.
- Upon RLC's inspection, warranties may be deemed null and void if damage to the returned product is determined not to be caused by manufacturer defect (e.g., physical damage, improper installation, corrosion, etc.).
- If customer decides not to proceed with the suggested repairs, RLC may charge customer an evaluation fee.
- RLC shall reject any and all unauthorized credits taken by the customer. Customers taking unauthorized credits will forfeit open payment terms and be subject to payment in advance terms.
- Credits against a customer's account that relate to the returned product is not permitted unless and until RLC supplies a credit memo.
- Agreeing to a return and issuing credit does not assume that RLC accepts customer's assertion that the RLC product is faulty; consequently, RLC reserves all of its rights and waives none, to subsequently challenge the return and credit issued to customer.
- Additional terms and conditions can be found at the following website: www.rlcsystems.com/legal

Thank you!!