

## Return Merchandise Authorization (RMA) Form

*Print out this form. Completely fill out and sign.*

*Information shall be completed to avoid delays in processing.*

*Fax copy to Prism Electronics, fax#: 408-778-7205 to obtain RMA #.*

*Merchandise will not be accepted without an RMA number.*

Company name: \_\_\_\_\_ Invoice# \_\_\_\_\_

Person to Contact: \_\_\_\_\_ Day/Evening Telephone \_\_\_\_\_

Fax \_\_\_\_\_ E-mail Address: \_\_\_\_\_

ITEM: \_\_\_\_\_ QTY TO RETURN: \_\_\_\_\_

SERIAL # ( if applicable) \_\_\_\_\_

Reason For Return: (please circle the correct option)

- a) Product received physical damage in shipping.
- b) Wrong merchandise or quantity received (please specify)
- c) Customer canceled the order or ordered wrong product. (20% restocking fee will be applied to refund of product)
- d) Defective product. (Please specify. Complete description of the defect nature must be included. Additional information may be requested such as test report, etc.)

\_\_\_\_\_

Action requested: (please circle the correct option)

- a) Replace with correct merchandise
- b) Replace with working merchandise
- c) Other – (Please explain): \_\_\_\_\_

The foregoing statement of facts is hereby certified as correct. I have read all of Prism Electronics terms and conditions regarding this sale and return, and agree to be bound by the action taken at Prism Electronics sole discretion.

Customer Signature \_\_\_\_\_

**DISCLAIMER:**

Any merchandise tested "No Problem Found" will be subject to a 20% or higher service fee & all shipping fee, and will be returned to the customer COD. We strongly recommend you consult with a local technician or call for a consultation before returning any product. Please allow 2- 7 business days for process of any returned product.

**INFORMATION BELOW TO BE COMPLETED BY PRISM ELECTRONICS**

Date RMA# issued: \_\_\_\_\_ RMA# \_\_\_\_\_ RMA issued by: Sofia

Ship via: \_\_\_\_\_ Account number: \_\_\_\_\_

**Ship to: Prism Electronics: 305 Digital Drive, Morgan Hill Ca 95037 USA**

*\*Parts must be returned in its original condition and packaging as shipped unless if otherwise approved by sales person in writing prior to return*