

RMA Guidelines

In addition to our Terms and Conditions the following RMA Guidelines apply:

A. RMA Request

1. Please complete the form in its entirety and fax back to (480) 782.5601 Attn: RMA Dept.
2. All RMA request forms **MUST** be completed, signed and returned to our office in order to obtain RMA #.
3. Incomplete forms **WILL** result in an RMA# not being issued.
4. You will receive RMA # within 72 hours of your RMA request. If you have not received RMA # within that time, please let us know as we probably did not receive the RMA request as it was sent.

B. When the request is received:

1. A technician will review the RMA request.
2. If determined that it can be fixed over the phone or if more information is needed regarding the detailed problem on the form, a technician may call directly within 24 hours to clarify.
3. Once an RMA # is generated, an RMA form will be provided to you with instructions on how to return the product back to Engenuity Systems.
4. The RMA # and form will be returned to you by fax or email only.

C. Advance Replacement

1. If an advanced replacement is required, Engenuity Systems **MUST** have a new purchase order in order to release the replacement product.
2. If an advance replacement is requested, customer agrees to pay for all shipping and handling costs of the replacement item.
3. If replacement product(s) are released in advance, and the used/bad item(s) are not returned to Engenuity within 10 business days, the customer agrees to pay for the replacement item(s) plus shipping and handling in **FULL** at the current item price.

D. Shipping

1. RMA's automatically expire 10 business days from the RMA# issue date, if the product has not been received by Engenuity at that time.
2. Take care of the products original packaging during shipment, any damage or shipping stickers applied to the original packaging will affect this return and can result in larger restocking charges on that item.
3. A copy of the Credit/Repair Authorization form and/or RMA# **MUST** accompany return items to ensure correct processing.
4. Email a tracking number with RMA # to returns@engenuity.com. This will insure that the product is correctly tracked and received, and that the RMA is not cancelled if shipped on cut off date.

E. Return for Repair

1. The turn around time on a return for repair is typically 6-8 weeks from the date we physically receive the product return. If you will be in need of your product prior to that repair time, we suggest that you request an advanced replacement as listed above (when applicable).
2. Repair/testing fees may apply to the repair of the product if the product is found to be damaged out of warranty, or if there is nothing found wrong with the product upon its return.

F. In store credit only

1. All returns for credit are in store credit only.
2. All returns for credit are subject to a minimum 25% restocking fee and may vary per manufacture.
3. The return is subject to change due to the condition of product once returned to Engenuity.
4. The RMA will be honored as long as the product is returned with original packaging and in a resalable condition, otherwise this return will be subject to change, additional charges, and even cancellation.

Please review our Terms & Conditions listed on our website www.engenuity.com for a full explanation of our Return Policy.

By signing here you are acknowledging that you have read and agree to Engenuity's RMA Guidelines.	x _____
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RMA REQUEST FORM											
Please complete form in its entirety and fax back to 480.782.5601 Incomplete forms will be returned											
COMPANY INFORMATION											
Company Name:			Acc#:			Date:					
Contact Name:			Email:			Phone:					
Billing address:						Fax:					
City:			State:			ZIP Code:					
SHIPPING INFORMATION (IF DIFFERENT THAN ABOVE)											
Company Name:						Attention:					
Address:						Phone:					
City:			State:			ZIP Code:					
Advance Replacement <input type="checkbox"/> Yes <input type="checkbox"/> NO						PO#:					
PRODUCT INFORMATION											
<input type="checkbox"/> Return for repair			<input type="checkbox"/> Return for in store credit only			Warranty <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		Quantity:			
Part#:			Serial #:				Original SI:				
Reason for return: <input type="checkbox"/> Product (s) defective <input type="checkbox"/> Product (s) damaged <input type="checkbox"/> Product (s) not needed <input type="checkbox"/> Double shipment											
Condition of product: <input type="checkbox"/> Unopened <input type="checkbox"/> Opened only <input type="checkbox"/> Opened, installed <input type="checkbox"/> Open, installed, damage <input type="checkbox"/> Original packaging											
Detailed problem:											
PRODUCT INFORMATION											
<input type="checkbox"/> Return for repair			<input type="checkbox"/> Return for in store credit only			Warranty <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		Quantity:			
Part#:			Serial #:				Original SI:				
Reason for return: <input type="checkbox"/> Product (s) defective <input type="checkbox"/> Product (s) damaged <input type="checkbox"/> Product (s) not needed											
Condition of product: <input type="checkbox"/> Unopened <input type="checkbox"/> Opened only <input type="checkbox"/> Opened, installed <input type="checkbox"/> Open, installed, damage <input type="checkbox"/> Original packaging											
Detailed problem:											
INTERNAL USE ONLY											
CQ:		Date:		Initials:		CM:		Date:		Initials:	
Return item (s) to stock? <input type="checkbox"/> Yes <input type="checkbox"/> No						Date Received:					
Restocking fee? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> TBD						Amount/ Percentage:					
Tested By:		Date:		Results:				<input type="checkbox"/> NTF			
DQ:		Date:		Initials:		DM:		Date:		Initials:	
Return item (s) to vendor? <input type="checkbox"/> Yes <input type="checkbox"/> No						Date:					
Restocking fee? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> TBD						Amount/ Percentage:					
PQ:		Date:		Initials:		PO:		Date:		Initials:	
PR:		Date:		Initials:		PI:		Date:		Initials:	
Engenuity shipping charge? <input type="checkbox"/> Yes <input type="checkbox"/> No				Amount:		Repair Charge? <input type="checkbox"/> Yes <input type="checkbox"/> No				Amount:	
SQ:		Date:		Initials:		SO:		Date:		Initials:	
Customer shipping charge? <input type="checkbox"/> Yes <input type="checkbox"/> No				Amount:		Repair charge? <input type="checkbox"/> Yes <input type="checkbox"/> No				Amount:	
Replacement Sent? <input type="checkbox"/> Yes <input type="checkbox"/> No						Date Shipped:					
NOTES:											