

# RMA REQUEST FORM



All highlighted sections require data.



We no longer offer RMA service for Generation 1 roto-molds sometimes referred to as clam shells.

Today's Date
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Company Name		Name of Person Completing Form		Email address 1	
Office Phone #		Fax #		Email address 2	
Billing Address	Suite	City	Country	State / Province	Zip Code / Postal Code
Shipping Address (if different than billing)	Suite	City	Country	State / Province	Zip Code / Postal Code

## PAYMENT INFORMATION

Do you have an existing Credit Account? Circle One <b>YES / NO</b>	IF NO —>	We accept VISA or MasterCard  *If you are requesting a shipping quote, you will need to provide this before we process the request.
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Credit Card Numbers	Expiration (mm/yr)	Address for CC statement (street # only)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Name on Card	Zip Code for CC statement	
<input type="text"/>	<input type="text"/>	

## SHIPPING QUOTE

Our shipping service is only available for U.S. customers. Shipping the unit in on your own will be the cheapest option. We only issue Call Tags for original packaging.

Do you have your original packaging? Circle One <b>YES / NO</b>	IF NO —>	We charge \$25.00 for the packaging set (regardless if the unit is within the warranty period).  The shipping of the packaging set to the customer is not covered under the warranty.
Do you want a shipping quote? Circle One <b>YES / NO</b>	IF NO —>	We will send the shipping instructions to you.

**PRODUCT FOR CONSIDERATION FOR RETURN**

Print multiple copies of this page for multiple pieces of equipment. This page is for one product only.

**GANN Meters**

Model	Serial No	Date of Purchase	Where Purchased	Invoice No.	Purchase Order No.
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DESCRIBE PROBLEMS

**IR Panels**

Model	Serial No	Date of Purchase	Where Purchased	Invoice No.	Purchase Order No.
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DESCRIBE PROBLEMS

**HP Systems**



Include all letters and numbers when entering serial no. (ex.. E6 or EP or NSA)

Model No	Serial No	Hours	Date of Purchase	Where Purchased?	Invoice No.	Purchase Order No.
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DESCRIBE PROBLEMS

Was the unit operated in dirty environments?

Was the unit operated in a confined space (closed room or etc)?

List other pieces of equipment used nearby:

What was the temperature in the room where the HP was operating?

**TERMS & CONDITIONS:**

RMA's are used anytime merchandise (warranty and non-warranty) is returned to Injectdry Systems Inc (ISI). ISI charges a \$50 fee to inspect the merchandise and will provide a written report and estimate at its discretion. This form must be completed and approved by ISI prior to the return of any merchandise. If an RMA number is assigned, it must be clearly affixed to the exterior of the shipping container and the shipment must be made by a carrier capable of tracking the merchandise and providing proof of receipt by ISI. Items returned without an RMA or tracking number, at the sole discretion of ISI, may not be accepted for return and may be scrapped. Depending on the product (see your warranty), ISI during the first year will pay for the shipping charges to and from ISI (customer responsible for shipping if warranty is deemed voided). In order to be eligible for shipping service, the customer must use the original shipping packaging set. A packaging set may be purchased and shipped to the customer at their expense. The Customer is responsible for shipping costs of all returned items that are out of first year of warranty including insurance, and is responsible for filing insurance claims for products damaged during shipment. Products must be packaged properly and in clean and reasonable condition. Products received in poor condition may be photographed and either scrapped or returned at the Customer's expense. Non-warranty RMA part(s) must be received by ISI no later than 30 days from the date this form is approved by ISI. Once ISI has issued a RMA report you will have 30 days to respond in writing to the provided report/estimate. Payment will be due prior to any work performed. In the event the customer has not respond (with authorization or payment) within 60 days the materials will be scrapped. Warranty coverage is generally determined by a vendor's report concerning the manufacturer's defect. Any warranty disputes will be resolved at the sole discretion of ISI. Exceptions will only be made in cases where ISI supplied written incorrect part information to the Customer. Any disputes with this policy will be resolved at the sole discretion of ISI. Funds are to be US dollars.

By signing here you are agreeing to all the terms and conditions set forth on this form.

Signature

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Print Name

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Title

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Date

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