Enhance Electronics
13100 Alondra Blvd., Unit 106
Cerritos, CA 90703
Tel: 562-677-1268
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RMA REQUEST FORM

Internal Office Use Only

RMA No. _____

Customer ID :
Company Name:
Contact Person:
Phone:
Fax:

Return Address:

MODEL NO	INVOICE NO.	S/N	DATE CODE	PROBLEM DESCRIPTION	INTERNAL USE ONLY (ACCEPT/REJECT)

RECEIVING RECORD (internal Office Use)

Receive Date: **Received By:** **Received Complete? [ ] Yes [ ] No**

RETURN RECORD (Internal Office Use)

Returned Date: **Processed By:** **Returned Complete? [ ] Yes [ ] No**

RMA Policy: Time limits below are judged from the original invoice date to the date we received the merchandise regardless of when the customer called in. The RMA number is only valid for 14 days from the date issued. Products should be returned to Enhance freight pre-paid in the proper packaging.

1. **All returned merchandise must be within the warranty period starting from the original invoice date.**
2. **RMA number will not be issued unless a completed RMA request form has been faxed along with legible copies of all invoices.**
3. **Walk in RMA's will be not accepted unless the customer has received an RMA number.**
4. **All Returns must have RMA number marked on the shipping label.**
5. **Any change in RMA quantity and status must notice our RMA Department prior to return.**
6. **Any physical damage caused by inadequate return package will not be accepted.**