



Return Merchandise Authorization Request

Company: _____ Contact: _____

Phone: _____ Email: _____

Invoice: _____ Inv. Date: _____ Quantity Ret/Exch: _____

Part Return or Exchange:

Part No. _____ Serial No. _____

Part No. _____ Serial No. _____

Part No. _____ Serial No. _____

Replacement needed? Yes No

Reason for Request:

- Wrong part received.
- I ordered the wrong part.
- Non-Defective
- Defective

Brief

Explanation

TERMS AND AGREEMENT

*All returns are subject to approval by our RMA Department.
By submitting this form, you have agreed to all policies.*

- ✓ Status of request will follow via email within 1-3 business days. If you do not receive a reply within this time frame, you must contact the Customer Service Department.
- ✓ RMA request for non-defective returns must be submitted within 7 days of receipt of product. A 20% or \$25 (whichever is greater) restock fee applies to all non-defective return.
- ✓ RMA request for defective returns must be submitted within 30 days of receipt of product.
- ✓ Once an RMA is authorized, the return product must be received at CMI facility within 10 business days of issuance date otherwise the authorization is null and voided.
- ✓ Customer is responsible for shipping cost associated with inbound freight to CMI.
- ✓ A replacement item for an exchange will be shipped once the item being returned is received at our facility.

Signature: _____ Date: _____

PLEASE FAX or EMAIL THE COMPLETED FORM.

*** Return instructions will be provided with issuance of RMA approval ***

Phone: 760-806-2731 x 306 Fax: 760-758-4971 Email: cservice@codemicro.com