

# R.M.A. Request Form

<b>PLEASE COMPLETE THIS BOX</b>	
Request Date: _____	Account #: _____
Company Name: _____	
Contact: _____	
Telephone #: _____	Fax #: _____
Additional Comments: _____	
_____	
_____	

<b>RETURN PRODUCT TO:</b> Incode 12142 Severn Way Riverside, CA 92503 Attn: RMA # ____
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<b>FOR INCODE USE ONLY</b>
RMA NUMBER: _____
ISSUED BY: _____
*DATE ISSUED: _____
<b>*RETURN WITHIN 30 DAYS OF ABOVE</b>

Qty.	BIS Part #	BIS Invoice #	Serial Number	Problem Description

### *Important Notice!*

There may be a restocking fee of up to 25% for returned products or for any products returned as defective that have no problems. The minimum fee is 5% or \$50, whichever is more. A 10% re-box fee is charged on any box not returned in resalable condition. The customer will be charged for all missing items. For customers on credit terms, credit will be applied to your account when the product is received by **Incode**. Replacement product will be sent in advance, freight free via UPS Ground. For customers on C.O.D. or Credit Card status, replacement product will be sent upon receipt of product by **Incode**. If desired, we will send replacement product at your normal C.O.D./Credit Card status and refund/credit your card when the returned product is received by **Incode**. Overnight shipment costs are the responsibility of the customer. RMA numbers are valid for thirty (30) days only. Product received without an RMA number or an expired RMA will be returned unopened.

To avoid additional restocking fees, the following criteria must be met: 1) You must use the original manufacturers' packaging, both inside and outside. 2) All returns must be complete with all manuals, cables, warranty cards, static bags; etc., just as you received them. 3) Product must be clean and without scratches or usage marks of any kind. Do not write on the box! (Customer will incur a 10% re-box fee if the box is not returned in resalable condition). Customer is responsible for freight costs when returning product. If product was shipped to you double-boxed, it must be returned double-boxed.

**Note: The restock fee may vary based upon the condition of the returned product.**

## **FAX TO: 909-270-0937**