

Attn: _____

Fax #: _____

PRINT



RMA Request Form

13021 Arctic Circle, Santa Fe Springs CA 90670 TEL: 562-483-6767 FAX: 562-483-6760

E-MAIL: rma@akiwa.com

Repair – Merchandise bought over 30 days. Requesting repair only.

Cross Shipment – DOA merchandise bought within 30 days. Requesting for advance shipment exchange. **Bottom Notation**

Credit – Merchandise bought within 30 days, excluding special order items, and subject to approval/re-stocking fee.

PLEASE CHECK ONE BOX, OR IT WILL BE "REPAIR AS DEFAULT"

Date: ____ / ____ / ____ By: ____

RMA # Issued: _____

Company Name _____ Account #: _____

Returning Address: _____

City _____ State _____ Zip Code _____

Tel: () _____ Contact: _____

Fax: () _____ E-Mail: _____

Item/Part #	Qty.	Invoice #	Date	Reason of Return/Description of Problem
* Serial#:				
* Serial#:				
* Serial#:				
* Serial#:				
* Serial#:				

PLEASE NOTE:

*****WE MUST HAVE CORRECT INVOICE# TO ISSUE YOUR RMA#*****

1. RMA Number is valid for 15 working days only. No RMA services will be provided on any physical damaged item(s), or item(s) missing component(s). Cross Shipment RMA item(s) require credit card information on all customers, original invoiced merchandise must be returned within 10 days from issue date of RMA#, or customer will be charged accordingly. Credit RMA are subject to approval, returned item(s) must be in re-sellable condition and received within 10 days by Akiwa, and item(s) over 30 days within 90 days special approved credits are subject to a 20% restocking fee.

2. Please include a copy of this RMA request form in each RMA shipment, or RMA number marked on the box(es). Shipping with original package box is preferred (monitor is a must), customer will be responsible if damages result from inadequate packaging.

4. ***For warranty and RMA details please refer to Akiwa's Term and Condition of Sale.***

*All advanced replacements for Cross Shipment RMA, and Repaired RMA item(s) are shipped back to customer via UPS or Fedex Ground as default. For special air shipment request, please ship my advanced replacement-cross shipment/repaired RMA with my DHL/UPS /FEDEX account# _____ via _____ Air service.

**Customer requesting advance replacements with Akiwa are required to fill out the following credit card information.

Credit card type: VISA MASTER AMERICAN EXPRESS Card Holder Name: _____

Credit Card Number: _____ Expired Date: _____ Signature: _____

AKIWA OFFICE NOTES:

DEFECTIVE/RETURN REC'V BY:

REPAIRED/REPLACEMENT SEND ON: