

Attn:

Fax #:



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: _____

Part #	Qty	Inv. #	Date	Problem

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 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 DISCOVER

Card Holder Name: _____

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

Akiwa Notes:
