

# PowerStream RETURN MERCHANDISE AUTHORIZATION RMA REQUEST FORM

1163 South 1680 West

Orem UT 84058

TEL: (801) 764-9060

Fax: (801) 764-9061

Web: <http://www.powerstream.com>

**Include this form in the box with the product**

## PowerStream Notes:

RMA No:
Salesman Name:
Issued By:
Expiration Date:
Date Received:

Customer Information	Phone No:	Ext:	Fax No:	Attn:
Company/Customer Name:			Date Requested:	Requested By:
Address:		City/State:		Zip Code:
RMA Type: Warranty Not needed Wrong product	Other:	Ship Via:		

Invoice # if available	Product ID	Q'ty	Description	Reason
Verification Test Result:				

## RMA Shipping Instruction:

1. Please complete the RMA request on this form and fax it back to 801-764-9061 before proceeding to the next step.
2. PowerStream will supply an RMA number by phone, FAX or e-mail. Customer is responsible for any damage or loss of goods during shipment.
3. Display the RMA # on the outside of the box and attach a copy of your receipt/invoice with the date and product circled.
4. Return shipment must be shipped freight pre-paid by the customer.
5. PowerStream will refuse all shipments returned without RMA # clearly marked outside the box or with freight charged to PowerStream.
6. All items must be sent in their original package, otherwise a charge for any missing item or accessories will apply.
7. If the item are out of warranty or damaged due to improper operation, customer is responsible for service, repair and freight charges.
8. All items must be received before the RMA # expires 30 days after the issued date; otherwise shipment will be refused.
9. No RMA for custom-made product special order.
10. Any RMA for returning placed purchase order(s) in resellable condition, a charge of 15% restocking fee will apply.