



RMA Number	
Authorized by	
Date Authorized:	

**THE FOLLOWING INFORMATION MUST BE COMPLETED:**

Date : \_\_\_\_\_ Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Salesperson: \_\_\_\_\_

**WARRANTY**

Repair/Replacement

☐  
☐

Sales Return

**PRODUCTS TO BE RETURNED**

QTY	DESCRIPTION	PROBLEM DESCRIPTION	INVOICE #

For Andrews Use Only:

DESCRIPTION: \_\_\_\_\_

PROBLEM FOUND: \_\_\_\_\_

RESOLUTION: \_\_\_\_\_

Notes: \_\_\_\_\_

**RMA Request Conditions**

***For Sales Returns***

- 1) You must complete and return this Request Material Autohrization (RMA) form within one week of your receipt of the merchandise.  
(We will respond to your request within one business day)
- 2) If the merchandise is not what you ordered, it will be replaced with the proper merchandise.
- 3) If the box/packaging appears damaged when delivered, please do not accept the box/package from the delivery. If you noticed the damage after the delivery has left, do not open the box/package notify us of the damage. In either case, notify us as soon as you noticed the damage.
- 4) You must send your return 7 days after receiving the Return Authorization numbers. Return received after this time period cannot be accepted.
- 5) All returns are subject to inspection upon receipt. Items that are not in compliance with these instructions will be rejected and returned to the customer.
- 6) Returns may be subject to a restocking fee.
- 7) Return must have RMA number clearly marked on Delivery Slip or will be refused.

***For Warranty:***

Andrew's Trading warrants this product to be free from maunfacturing defects for a period of ninety days (90) from the original date of invoice.

This warranty is limited to the repair or replacement of this product only and does not extend to consequential or incidental damage to other products that maybe used within the unit.

This warranty is in lieu of all other warranties express or implied. You must send your return within 7 days after receiving the Return Authorization numbers.

Return received after this time period cannot be accepted.