

RMA Request Form

(888) 344-3742 * (1818) 344-3742 Fax: (775) 249-9320

Address: 661 Jasper Ave. Ste. A Ventura, Ca 93004

Monty@DPSurveillance-Equipment.com

Customer Information

Company		For office use only
Contact		RMA #
Phone		Ship-to Address
Fax		
Email		

Check the box for service: (Please check one box only. Use separated form for other request.)

- Regular RMA** To send an item back for repair or replacement.
- Return for Credit** To return the item for credit a **25%** restocking fee will be charged and shipping is not refundable. No return for credit will be accepted after 7 calendar days from the invoice date.

Item(s) in Detail

Invoice #	Invoice Date	Item/Model	Serial #	Description of Problem

Notes:

RMA Instructions:

- For warranty detail, please refer to **Terms and Conditions of Sale**;
- All RMA numbers are valid for 15 calendar days only;
- **All packages without a RMA number will be rejected;**
- Incomplete or inaccurate RMA forms will not be processed;
- Only defective products allowed for credit; No cash refunds;
- Any special order items are non returnable;
- Credit items must be return with original package including all accessories. Credit will not be issued for incomplete items;
- Regular RMA products shall include accessories, manuals, cables, etc. **We** will not be responsible for lost accessory items;
- **We:** are not liable for data loss of returned items;
- **We:** will return RMA via UPS Ground; The cost of freight will be paid by purchaser;
- are not responsible for any damage or loss of **products in transit.**
- All products returned for repair must be under original factory warranty coverage.

Acknowledge and Agreed:

Print Name: _____ Signature: _____ Date: _____

For Office Use Only:

Date Issued	Date Received	Receiving	Date Returned	Ship Via	Management	Credit Memo #

Credit is Defined as a Store Credit to be Used Sometime in the Future.