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RMA #

Return Merchandise Authorization “RMA” Form

Customer Information (All Customers Please Complete This Section)

Company: _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

RMA Contact: _____ **Phone:** _____ **Fax:** _____

CheckUsFirst Item Number	Serial Number	Invoice Number	Date of purchase	Reason For Return (Problem or tech support case number)	Qty

SPECIAL INSTRUCTIONS

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WARRANTY REPAIR: The manufacturer or authorized service center usually handles warranty repairs. CheckUsFirst Marketing will assist you in getting manufacturer warranty service for products purchased from CheckUsFirst Marketing. If the manufacturer uses independent service centers you will be directed to contact the service center directly. There is a minimum diagnostic fee for most out of warranty repairs. There may also be a no fault found fee charged on in-warranty items that are found to be trouble free or damaged.

DOA PRODUCTS: If a product arrives DOA (Dead on Arrival) it will be replaced (if available) if returned during the DOA period defined by the manufacturer. Customers on credit terms may receive an advanced replacement of the product. There may be a substantial restocking fee for products returned as defective but test good. Please verify all suspected problems with technical support before returning products. DOA returns are subject to the same conditions as credit returns. **RETURNING FOR CREDIT:** Products may be returned for credit if unopened and unused within 30 days of the CheckUsFirst Marketing invoice date. Special orders are not returnable. Shipping fees cannot be credited and will be charged back when appropriate. In order for CheckUsFirst Marketing to accept a return for credit products must be complete, in new condition, in original manufacturer's boxes and packing material, with all parts, accessories, and manuals. Please double-box to avoid damage to the manufacturer's product box. Write the RMA number on the outer box or shipping label.

DO NOT WRITE ON THE PRODUCT BOX

We reserve the right to refuse to accept any product for credit. ALL SALES ARE FINAL 30 days after invoice date, and all products that have been used, damaged or otherwise at our determination, not in new re-sellable condition. All sales are final on special orders and repair parts once they have shipped. Defective products will be handled under the manufacturer's warranty program.

SHIPPING: Ship products freight and insurance pre-paid. C.O.D. shipments are not accepted. Return shipments will be shipped freight free via ground delivery. Expedited Shipping is available at additional cost. **RMA Number Expires in 15 Days.** Products received after the RMA expiration date will be refused.

Customer Signature: _____, Date: _____

Fax RMA Form To (810) 694-6734