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Return Merchandise Authorization (R.M.A.)

In order to expedite the RMA Process, Please follow these guidelines:

1. Any part that was received as D.O.A. (Dead on Arrival), a RMA Request form must be submitted within 5 business days of receipt to qualify for credit or replacement.
2. A valid serial Number must be given in order to be eligible for a RMA Number.
3. A restocking fee of 25% may apply to a good part return at the discretion of management.
4. Once a RMA Number has been issued, make sure that the shipping label has the RMA Number under the reference line, or else that package may be returned to the customer.
5. After shipment, email tracking information to rma@itsyscorp.com.
6. All advance replacements must be purchased and shall be invoiced in full until the Returns process has been completed.
7. Once part is received credit process may take up to 10 business days.
8. Credit will **ONLY** be approved after inspection by our warehouse personnel and tested by our technical department.
9. RMA Request responses should be expected within 3-5 business days.

COMPANY NAME: _____

CONTACT NAME: _____

EMAIL ADDRESS: _____

TELEPHONE: _____

FAX : _____

Part Number	QTY	Serial #	Invoice & PO#	Credit / Replacement

REASON FOR RETURN:

FOR OFFICIAL USE ONLY

RMA NUMBER _____
 AUTHORIZE DATE _____

AUTHORIZED BY _____
 RECEIVED DATE _____

Please note all returns must have an RMA authorization form on file for it to be valid, Infinite Technology Systems, Corp. (ITSYSCORP) cannot guarantee credit or replacement for returns that are unauthorized. Verbal RMA Numbers will not be issued therefore any item received as a return without an RMA Number will not be accepted and therefore will be sent back to the sender. All returns should be received in a timely manner and any items not received within 15 days of the RMA issue date will then be invalidated, and if received after this date may be forfeit under the above guidelines.