



RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

Please fax this completed form to: (512) 832-6136

Screen Innovations
2105 Denton Dr
Austin, TX 78758
(512) 832-6939 office

Company Name:
Contact:
Address:
City, State, Zip:
Country:
Phone:
Fax:
Email:

Please fill in the following:

- RMA #
- Account #
- Model #
- Serial #
- Invoice #
- Invoice Date:
- PO #

Problem Description:

Requested Action:

(All products and parts will be shipped to the customer address on file with SI unless another address is specifically noted on the lines below.)

Please note: Replacement products will be charged to your credit card or invoiced to your account until we receive the returned product. After SI has received and inspected the return, the appropriate credit will be issued.

Procedure & Requirements:

1. All screens ordered from SI (other than Available Now products) are custom and may not be returned.
2. A 25% re-stocking fee will be charged on any pre-approved, unopened Available Now returns.
3. Contact SI at (512) 832-6939 to obtain an RMA Number. (This is required for ALL returns to SI).
4. RMA Numbers are valid for 30 days; RMA's received by SI after 30 days will be refused.
5. Please prominently mark the RMA Number on the outside of each package--products returned without an RMA Number will be refused by the SI Receiving Department.
6. All products must be securely packaged--SI reserves the right to refuse improperly packaged products.
7. We will not accept deliveries sent COD or Freight Collect.

I understand and agree to abide by the above Requirements.

X Customer Signature: _____ Date: _____

Below for Screen Innovations Use Only

Date Received: _____ Date Repaired: _____ Date Shipped: _____

Authorization: _____ Tech: _____ QA Tech: _____

Notes: _____

Credit

Refund

Out of Warranty

In Warranty

