

For ATD items please fax to Darlene at ATD. Fax 1-636-327-9044

**RMA RETURN WARRANTY REQUEST FORM**

DO NOT REPLACE, DESTROY OR SHIP EQUIPMENT UNTIL YOU HAVE RECEIVED INSTRUCTIONS FROM SFA COMPANIES.

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Date: \_\_\_\_\_ SFA Customer # \_\_\_\_\_  
Comp. Name: \_\_\_\_\_ Contact Name : \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
\_\_\_\_\_ FAX: \_\_\_\_\_

**\* Please include Serial number and Resale invoice \***

Models: (1) \_\_\_\_\_ Qty: \_\_\_\_\_  
(2) \_\_\_\_\_  
(3) \_\_\_\_\_

Serial Numbers: \_\_\_\_\_ Date of Purchase: (By the End User) \_\_\_\_\_  
(1) \_\_\_\_\_  
(2) \_\_\_\_\_  
(3) \_\_\_\_\_

**Description of Defect:**

(1) \_\_\_\_\_  
(2) \_\_\_\_\_  
(3) \_\_\_\_\_

**SFA COMPANIES MAY REFUSE WARRANTY CLAIMS ON EQUIPMENT THAT HAS MISSING OR INCOMPLETE SERIAL NUMBERS.**

Serial number must be on this form. If you cannot find the serial number, please call us for instruction.

The RMA # that will be provided must be clearly marked on the outside of the return carton and on all accompanying paperwork. SFA Companies may require equipment to be returned whole for testing prior to issuing warranty credit. Warranty credit may be denied if it is determined that the defect was caused by customer abuse, misuse, neglect or if no defect is found. If jack is found to be in good working order it will be returned to you at your expense. **IF DEFECTIVE MATERIAL IS NOT RETURNED WITHIN 90 DAYS OF APPROVAL RMA IS VOID.**

**NOTE: If we are requesting that the jack be returned to us for evaluation please only use the carrier that we give you or freight will be refused and returned to you.**

**SHIP TO:**

SFA Companies – Warranty Returns  
10939 North Pomona Avenue  
Kansas City, MO 64153

Attach a copy of the **Resale Invoice** to the **completed form** and fax to:

**SFA Companies Parts and Warranty Fax: 816-448-1999**

If you have any questions please contact SFA Parts and Warranty at 816-891-6390.