Anaheim Automation, Inc.
Return Materials Authorization (RMA) Request Form
www.anaheimautomation.com
714-992-6990   714-992-0471, Fax

Customer Details – **Please provide information requested below and FAX to 714-992-0471 to obtain RMA#**

Return to Company:	Contact Name:
Ship To Address:	Phone Number.
City/Sate/Zip:	Fax Number:
ATTN:	Email:

Date RMA Requested: Requested By:	**Check all that apply:** ___Typical Turnaround, 10 days ___Review Possible Substitutions ___Quote "Spare Part"	**Billing Information**: (if different from Ship To address)
Purchase Order: (optional)		Billing Contact: Phone:

Terms: FOB is Anaheim, California, shipped uninsured unless specified "Insured" and accept additional fees

Shipping Method: The default shipping method is UPS ground service, prepaid and added to the invoice, *unless specified below*

Payment: Choose payment options from below
_____**Net 30 Days**, Established Accounts   _____**COD**

UPS: _____1 day   _____2 day _____ 3 day

Credit Card – MasterCard, VISA, Discover and American Express accepted
Card Number:_____
Name On Card:_____
Expiration Date:_____   Zip Code on Card:_____

UPS Collect Account #_____
(optional)

FedEx: _____1 day   _____2 day _____ 3 day

FedEx Collect Account #_____
(optional)

California Customers: _____Taxable, as applicable   _____**Resale:** Resale Certificate on file: ____yes   _____no, please send forms

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Return/Repair Information – Please provide all information requested below, so that we might better serve you!

Model Number One item per Line	Date Code	Serial Number	Reason for Return Please indicate RETURN or REPAIR	Original Invoice	Estimated Flat Rate Fee

Customers are notified of the RMA # and any cost by fax or email, within 48 hours - Do not use a Debit Memo
Use extreme care in packing returns - Anaheim Automation is not responsible for damages during transit

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For internal use only – Customers do not supply information below

RMA#	**Restocking Fee:** (if applicable) $	**Credit** **Amount:** $
RMA # **Issued By:**	**Date RMA** **Rec'd:**	**Credit** **Issued By:**
Date RMA# **Issued:** (valid 30 days)	**RMA** **Rec'd. By:**	**Reason for** **Credit:**
Action **Taken:** ____Repaired and Returned ____Replacement sent, Date Shipped:_____ ____Returned to AA Stock, Issued Credit		

Print Form

Important Notes: Anaheim Automation keeps RMA numbers active for 30 days after the RMA request date. After 30 days, the RMA will be deleted from our records. Any product not returned to Anaheim Automation within 30 days, will require a new RMA#. *Product returned without an RMA# will NOT be processed.* Typical repairs will take 10 business days. Motors and gearboxes may take up to 45 days. Anaheim Automation charges a "flat-rate" repair fee for products not covered under warranty, regardless of the problem found. CREDIT for returns will be solely determined by Anaheim Automation, following inspection and test. The restocking charge is 15% on all products returned. The minimum restocking charge is $25.00. Shipping expenses are paid by the customer. **Anaheim Automation is not responsible for damages during transit.**
Ship Returns/Repairs to: Anaheim Automation Inc., 910 East Orangefair Lane, Anaheim, CA 92801.
Clearly mark each carton with the assigned RMA number.   Thank You.