RMA REQUEST FORM PAGE 1

(If you do not receive a RMA number within 24 to 48 hours please call the RMA Hot Line.)



RMA@HawthorneGC.com

Phone (888) 582-2762

Fax (360) 992-7785

Store Contact Information					
Date					
Employee Contact Name					
Store Name					
Phone Number					
Fax Number					
Store Email					

Ship from Address					
☐ Check if shippir	ng from your customer				
Customer Name					
Street					
Unit					
City					
State & Zip Code					
Customer Email					

\mathcal{J}	All fields on '	
~	form MUST	4
	be filled out	
4	completely.	P

This box must be complete

						De complete
An RMA confirmation will be sent to you and MUST be used as the when product is returned (Do not use this form as a packing slip) Have you verified all products are under Warranty?	Packing □ Yes			☐ Need pallet pick up ☐ Lift gate needed Store hours:	Date pallet will be ready by: Weight:	
Have you tested all products?	☐ Yes	□ No		☐ Do Need UPS Ground		
I have reviewed and understand additional guidelines on page two.	☐ Yes	□ No	ш	Number of boxes:		Fax #/Email address to send to:
Can we ship repaired items with your next order?	☐ Yes	□ No	J L			

We are now using prepaid, UPS ground labels for warranty returns. These will be either emailed or faxed to you. NOTE: Freight will only be covered for defective and in warranty products.

See codes on page 2

Product #	Description	Qty	Serial #	Problem with product	Return Code

RMA REQUEST FORM PAGE 2

Product #	Description	Qty	Serial #	Problem with product	Return Code
Notes:					

- Product returned without RMA approval or not sold by us will be refused and shipping charges and administrative fees applied.
- All Sun System brand reflectors, Titan Controllers, EcoPlus Chillers, Ideal-Air products and Sun System Ballasts except Electronic Ballasts will be handled as a repair. Most other distributed items that Hawthorne authorizes to be returned will be credited if deemed defective and is within warranty period.
- If product is returned for Warranty Repair and is out of Warranty or is in Warranty but found to be working, shipping charges will be applied. Repairs are \$60/hour labor, plus parts when not in warranty.
- Product should be returned in original packaging or equivalent. Damage due to poor packaging may void the warranty and will be the customers' responsibility.
- Warranty will be void if factory serial # has been tampered with or removed.
- Distributed products should never be returned without prior approval.
- Return products for credit are subject to a minimum 20% restocking fee.
- Our proprietary product warranties apply to US and Canadian customers only. In some cases, customer will be responsible for inbound freight.
- All fields are required. Please be as complete as possible when describing the problem, use extra lines if needed.
- · Payment terms on your account will be applied to all credits.

RETURN CODES Return for Warranty Repair 0 Return defective for credit 1 Return to stock for credit 2

We appreciate your business! Thank You!