



RMA # Required before Processing/Shipping

RMA # :

Date Issued :

## Return Merchandise Authorization (RMA) Request Form

### Choose Return Process:

#### Option 1 Standard Repair

The product or problem is not covered by warranty and needs to be repaired.  
\*Credit Card required

#### Option 2 Warranty Repair

The Customer will ship the product and proof of purchase to Aseptico for repair and return. Must comply with warranty terms.

#### Option 3 Return for Credit (RFC)

The product is 'like new' and returned within 30 days of invoice date in proper packaging. RFC subject to inspection, and a 25% restocking fee may apply.

#### Option 4 Exchange/Replacement

Only after RMA approval customer will ship the defective item to Aseptico for inspection and replacement under terms. Advance replacements will be billed and the defective unit credited upon return.

### Customer Information:

Aseptico Customer #:

Customer Name:

Company:

Shipping Address:

City:

State:

Zip:

Billing Address:

City:

State:

Zip:

Phone #:

Email:

Fax #:

Contact Name:

### Product Information:

QTY	Part Number	Description	Serial Number	Problem	Order/Invoice #

### NOTES:

### Credit Card Information:

 Visa MasterCard American Express

Card Number:

Expiration Date:

Name on Card:

Security Code:

\* Credit card information should be provided directly to Aseptico by phone or fax. - DO NOT (E)MAIL

Returns should be shipped to:

Aseptico Inc.  
8333 216th ST SE  
Woodinville, WA 98072  
Phone: (425) 487-3157  
Fax: (360) 668-8722

 Accept Repair/Return Policy

1. Contact Aseptico Customer Service for a RMA number & clearly mark this number on the outside of the box(s).
2. Fill out the RMA form in its entirety and place the form in the box with the returned items. Keep a copy for ref.
3. Ship the authorized item(s) prepaid and packaged as new within 30 days of RMA number receipt.
4. Warranty repairs or exchanges must include original order # and date in order to verify warranty coverage.
5. All returns are subject to inspection upon receipt. Items not in compliance w/ Return Policy will be rejected.
6. Returned items are required to be cleaned and sterilized prior to shipping the return.
7. Returns may be subject to diagnostic, sterilization and/or 25% restocking fee(s).

**YOUR RETURN AUTHORIZATION NUMBER SHOULD BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX**

Website: [www.aseptico.com](http://www.aseptico.com)Email: [repairs@aseptico.com](mailto:repairs@aseptico.com)

Customer Service: (866) 244-7095 or (800) 426-5913