

Attn:

# ***Return Material Authorization ~ Request Form***

~ Fax to 516 403 5383 ~

Please fill out completely. Please read Policy and Procedure below. Address all questions to Shabnam, 516 705 0786 ext.129. shabnam@aquacom.com

Company Name:	Date: / /	<u>For Vendor Use Only</u>	
Customer Number:   —	Contact:	RMA#:	
Phone:	ext.	Fax:	Credit __ Replace __ Repair __
Invoice Number:	Customer Receipt Date:	/ /	Date Rec'd ____/____/____
Part Number:	Qty:		Date Sent ____/____/____
Model Number:			Disposition:
Serial #(s):			
Reason for Return (detail please)			

## ***Return Material Authorization ~ Policy and Procedure***

Aqua Systems, Inc. (Aqua Systems) receiving department will not accept any product for return without a RMA (return material authorization). All product shipped to Aqua Systems without a RMA will be refused or returned to the customer at the customers expense. RMA's are valid for 10 days from the date of issue. Please contact Aqua System's RMA department for RMA numbers. The sales department does not issue RMA numbers. All warranties, guarantees of merchantability and fitness are provided by the manufacturer. Aqua Systems provides no other warranties, or guarantees of fitness and merchantability.

Aqua Systems will honor DOA (dead on arrival) RMA requests for 7 days from the date of customers receipt of the product. Proof of receipt date may be required. DOA product may be cross shipped at the sole discretion of Aqua Systems. All product cross shipped under a RMA is invoiced at the original invoice price with net 15 days terms. RMA's where product is cross shipped must be returned within 15 days or invoice is due on the 15<sup>th</sup> day.

There will be a restocking fee of 15% for all product not returned as defective or a wrong ship.

The RMA # must be prominently displayed on the exterior of the shipping box. All products must be returned in original packaging with all original manuals/media/ packaging materials included. All products must be shipped double box and packed appropriately. All software for return must be unopened. Aqua Systems is not responsible for damage during transit of returned product. All product damaged in return will be treated as a shipping damage claim. The customer is responsible for inbound shipping charges on returned product. Aqua Systems provides ground shipping for return to the customer. Customers requiring other ship methods will be charged at the prevailing rate of the carrier requested.

Product returned under RMA and found not defective will be returned to the customer at the customer's expense. Special orders are not returnable  
Seller does not provide stock balancing