

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/State/Zip:	Fax Number:
ATTN:	Email:
Date RMA Requested:	Check all that apply: <input type="checkbox"/> Typical Turnaround, 10 days <input type="checkbox"/> Review Possible Substitutions <input type="checkbox"/> Quote "Spare Part"
Requested By:	
Purchase Order: (optional)	Billing Information: (if different from Ship To address) 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, <i>unless specified below</i>
Payment: Choose payment options from below Net 30 Days , Established Accounts _____ COD	UPS: _____ 1 day _____ 2 day _____ 3 day UPS Collect Account # _____ (optional)
Credit Card – MasterCard, VISA, Discover and American Express accepted Card Number: _____ Name _____ On Card: _____ Expiration _____ Zip Code _____ Date: _____ on Card: _____	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	

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					

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., 4985 E. Landon Drive, Anaheim, CA 92807.
Clearly mark each carton with the assigned RMA number. Thank You.