

AEROCOOLER

2271 W. MALVERN AVE #147
FULLERTON CA 92833

FAX : 714-844-4621

RMA REQUEST FORM

RMA #:

PLEASE FILL OUT THIS FORM AND FAX IT TO OBTAIN A RMA NUMBER.
(AFTER RECEIVING A RMA NUMBER, RETURN DEFECTIVE PRODUCT)

CUSTOMER NAME: _____ DATE: _____
COMPANY NAME: _____ EMAIL: _____
ADDRESS: _____ PHONE: _____
CITY/STATE/ZIP: _____ FAX: _____

ITEM	INVOICE NUMBER	INVOICE DATE	ITEM ID	SERIAL NUMBER	QTY
1	DETAILED PROBLEM DESCRIPTION				
2	DETAILED PROBLEM DESCRIPTION				
3	DETAILED PROBLEM DESCRIPTION				
4	DETAILED PROBLEM DESCRIPTION				
5	DETAILED PROBLEM DESCRIPTION				

RMA TERMS AND CONDITIONS

1. ALL SALES ARE FINAL. - NO REFUND
2. REFUND ON REFUSED ORDER ONLY UPON DELIVERY. (15% RESTOCKING FEE WILL APPLY
3. PLEASE FILL OUT ALL OF FIELDS INCLUDING PROBLEM DESCRIPTION AND SERIAL NUMBER
3. PHYSICAL AND OTHER DAMAGES DUE TO IMPROPER USAGE VOIDS WARRANTY
4. ALL RETURN MERCHANDISE MUST BE HAVE AN RMA NUMBER ISSUED BY AEROCOOLER
RETURNED ITEMS WITHOUT PROPER REASON WILL NOT BE ACCEPTED
5. RMA NUMBER AND PACKING LIST MUST APPEAR ON THE OUTSIDE OF PACKAGE
6. NON-DEFECTIVE RETURNS ARE NOT ALLOWED.
8. ALL RETURNED ITEMS SHIPPED TO AEROCOOLER MUST BE FREIGHT PREPAID
9. AEROCOOLER WILL ONLY PAY THE FREIGHT BACK TO SENDER VIA UPS GROUND ONLY
10. RMA NUMBER IS VALID FOR 10 DAYS ONLY.
CUSTOMER MUST SEND BACK WITHIN 10 DAYS UPON RECEIVING A RMA NUMBER.