

# RMA Request Form

Requested Date

This form is for use by distributors/customers and is not an authorization to return products. It's required to initiate a return or warranty request. Please complete information below and e-mail (rma@cementexusa.com using button above) or fax to Cementex at 609.386.8885. We will process and respond to contact listed. No returns or repairs will be processed without an RMA requested. Any product(s) returned without an RMA number will not be accepted and will be returned at customer's expense.

Company/Customer:	<input type="text"/>	Original PO #:	<input type="text"/>
Attn: (Dept/Loc)	<input type="text"/>	Invoice #:	<input type="text"/>
Address:	<input type="text"/>	Offsetting PO#::	<input type="text"/>
City, State, Zip	<input type="text"/>	Reason:	<input type="text"/>
Contact Name:	<input type="text"/>	Additional Notes:	<input type="text"/>
Phone:	<input type="text"/>	Action Requested:	<input type="text"/>
Fax:	<input type="text"/>	Accept Applicable Restocking Fees:	<input type="checkbox"/> Yes <input type="checkbox"/> No
E-Mail:	<input type="text"/>		

Quantity Ordered	Part Number	Description	Quantity Returning	Purchased Price

## **Return Requirements**

- Customer is responsible for FREIGHT, unless otherwise specified.
- RMA # must be clearly marked on ALL packages returned
- Shipment must include a copy of the RMA paperwork
- Returned products must be complete as sold and not missing any parts or accessories.
- Returned products will be inspected and/or tested to confirm that they are either defective within the terms of the warranty or suitable for restocking. Custom tool kits, special orders and items with customer laser marking cannot be returned.
- Defective products will be repaired or replaced at the discretion of Cementex Products, Inc.
- Credit will be issued for eligible items returned for restocking based upon receipt and inspection as saleable with any applicable restocking fees per distributor agreement.

**RETURN TO: CEMENTEX PRODUCTS, INC. | ATTN: RETURNS, RMA# | 650 JACKSONVILLE RD | BURLINGTON, NJ 08016**