

## RMA Request Form

Error Description			
Qty	Product name	Description	Invoice# or Ship date

RMA Guideline Acknowledgment			
<ul style="list-style-type: none"> <li>• Texmate will provide repair quotations during or after the warranty period upon inspection of the damaged instrument.</li> <li>• Products may only be returned after a RMA number has been assigned by our Customer Service Dept.</li> <li>• Products that have been used, misused, abused, or mistreated, will not be accepted for return or credit.</li> <li>• The shipment has to include a copy of the original invoice marked with the RMA number.</li> <li>• Please include an explanation of the application, the problem incurred, and a schematic of the connection to the meter.</li> <li>• Return all items freight PREPAID to: Texmate Inc. Attn: RMA# _____, 1934 Kellogg Ave., Carlsbad, CA 92008</li> <li>• A \$40 evaluation fee will be charged unless the product was tested and proven defective and is still under warranty period.</li> <li>• In case of returning a product, a restocking fee of 25% of purchasing price will be charged.</li> <li>• Information or items requested to process the RMA need to be provided in a timely manner. All RMA will be closed within 30 days of last correspondence. After closing, Texmate waives responsibility for all material not claimed by the sender.</li> </ul>			
Date	Company	Printed Name	Signature

RMA#
<p>Please print and send the filled out form to <a href="mailto:orders@texmate.com">orders@texmate.com</a>.                      Your RMA# will be assigned upon receiving and processing this RMA request.</p>

Evaluation Results from TEXMATE – internal use only			
Qty	Product Name	Test Result	Comments
		<input type="checkbox"/> Error found and repaired <input type="checkbox"/> Damaged by inappropriate usage <input type="checkbox"/> Not repairable <input type="checkbox"/> No error found <input type="checkbox"/> Product return	