

RMA Request Form

RMA Request Information			
Qty	Product name	What is the reason for your RMA request?	Invoice# and date

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

RMA#
<p>Please print and email the completed form to orders@texmate.com. Your RMA# will be assigned upon receiving 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	