

RMA Request Form



Date of Request: _____

RMA Steps 1-2-3: 1. Fill out RMA request form COMPLETELY. 2. Read all instructions and agree to conditions set forth. 3. Fax or Email to Apollo RMA Dept. (Fax: 631-580-4370/ email: rma@apolloDisplays.com)

Customer Name: _____ Customer Number: _____

Address: _____
(No. and Street) City State Zip Code

Telephone: _____ Fax: _____ Customer RMA No: _____

Contact Name: _____ Contact Email: _____

Apollo Part No.	Part Description	Apollo Invoice No.	Cust. Purchase Order No.	QTY	Date Code	Serial No.	Reason for Reject/Defect	Failure Detected at

Total number of RMA item(s) request: _____

Everyone must follow and meet the following procedure(s) / requirement(s) for proper RMA process. Apollo will not be responsible for any delay due to incomplete/misprint information.

- 1 Any requests without required information will be ignored. Please follow "RMA Steps 1-2-3" above.
- 2 This is a request for an RMA. Once approved, you will receive an RMA Authorization form with an RMA Number. This form **MUST** be accompanied with items returned. Failure to do so will result in a delay with the processing of your return.
- 3 RMA No. will be valid for 30 days from the issue date. If items are not returned within 30 days, the RMA will be closed.
- 4 All items returned must be packed properly for safe transport and must meet any ESD demands. LCD's 26" or larger **MUST** be palletized and returned upright to avoid stacking or the warranty is void. All returned products must be shipped freight/insurance prepaid. Customer assumes risks of loss/damage in transit.
- 5 All returned items out of warranty will be subject to a \$75 evaluation fee.
- 6 Customer will be notified for any out-of-warranty products, physically damaged products, and non-Apollo products that are received. We will not responsible for freight/insurance charges for returning of these products.
- 7 The RMA No. must be clearly displayed on the shipping label for all return packages. **DO NOT PUT RMA # ON PRODUCT DIRECTLY.** Any packages without RMA No. marked outside will be refused.
- 8 RMA Authorization and Number will be issued via Phone, Fax, or e-mail, whichever is available.

I have read and agree to all of the above terms