RMA Request Form For Radio RMA's please use form: RMA-RADIO



E-mail to: rma.us@conductix.com

- Warranty Returns: Products that are non-functioning due to defects in any material and/or workmanship will be credited, repaired, or replaced upon verification by Conductix Wampfler. Warranty information can be found in user manuals available in print and electronic format at www.conductix.us
- Non-Warranty: Pre-authorize evaluation fee up to \$160.00 USD to provide basic information. In order to better serve all customers and provide the fastest possible turnaround time, Conductix-Wampfler Service requires pre-authorization of \$160.00 USD to cover evaluation and minor repair fees. If the needed repair fees exceeds the pre-authorization limit, a Service Representative will contact you via e-mail to provide a repair quotation for your approval. Provide a purchase order number below and attach a PO to the RMA request form via e-mail or if using a credit card for pre-authorization, please request a credit card form from a customer service representative.
- Returns: If materials are deemed returnable, all returns are subject to a restock fee. If a new order is placed and deemed valid, a 20% restock fee will apply. If an order mistake and/or engineering design fault was made by Conductix-Wampfler this fee is waived.

ALL FIELDS REQUIRED		
Company Name		
Contact Name		
Address		
City, State, Zip Phone		
E-mail		

Purchase Order Number for Evaluation Fee:

Original Purchase Order No. / Conductix-Wampfler Sales Order No. :

Please check ONE of the following, required for RMA number acquisition

- 1.
 Warranty Repair/Evaluation
- 2.
 Evaluation Non-Warranty (Fee Applied)
- 4. ☐ Warranty Physical Damage

3. \Box Restock (fee may apply)

5. □ Misplaced Order6. □ Mis-Shipment

Brief description of problem - Reason for Return

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Materials to be returned, required for RMA number to be issued.

Quantity	Serial Part Number	Product Description

Please read and sign below

- 1. Customer agrees that the equipment set forth above is ordered for repair and/or replacement purposes.
- Customer understands that they will be invoiced for the above equipment at published list price if defective equipment is not returned to Conductix-Wampfler within fifteen (15) days after receipt of replacement equipment.
- 3. Customer will include a copy of the **Return Authorization Form with the product**. This helps with product and order identification. If Customer fails to return the form with the product, the **shipment will be rejected and not received**.
- 4. Customer will take full responsibility for proper packaging of equipment to be returned to Conductix-Wampfler.
- 5. All extra components must be removed from the part submitted for repair. Any extra items sent back, which is not part of the original repair RMA, listed by part number, will result in a non-return of these items or returned at customers expense.
- 6. Customer agrees to respond with a purchase order and/or payment information for repairs with **fifteen** (15) days of **original quote from RMA department.** Conductix-Wampfler **has the right to scrap merchandise due to negligence in communications by customer.**