

# RMA Request Form

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



E-mail to: [rma.us@conductix.com](mailto: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](http://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. <input type="checkbox"/> Warranty Repair/Evaluation            | 4. <input type="checkbox"/> Warranty Physical Damage |
| 2. <input type="checkbox"/> Evaluation Non-Warranty (Fee Applied) | 5. <input type="checkbox"/> Misplaced Order          |
| 3. <input type="checkbox"/> Restock (fee may apply)               | 6. <input type="checkbox"/> Mis-Shipment             |

Brief description of problem - Reason for Return

