EPO Computers Electronics Etc.

110 East Medical Center Blvd.
Webster, TX. 77598
(281) 204.8639

RMA DEPT. FAX: (281) 228.0500 or Email To: rma@epocam.com

RMA #

GOOD FOR 10 DAYS ONLY

ISSUE DATE:

RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

CUSTOMER ID # :

COMPANY NAME:

ADDRESS:

CITY:

STATE: **ZIP:**

FORM COMPLETE BY:

Email:

TEL:

FAX:

FOR OFFICE USE ONLY

RECEIVED:	***OUT TO VENDOR:***	***INTO STOCK:***
SHIPPED:	***ORDER ID #:***	***DATE CLOSED:***

PRODUCT DETAILS

Geovision Model # or EPO P/N	QTY.	Serial #	Invoice #	Invoice Date	Description of Problem / Issue

RMA Request For (Please Circle One)

Manufacturer Warranty Repair or Replace

Repair or Replace (Out of Warranty Items)

Item Received DOA(Must Be Within 14 Days of Original Order & Include All Packaging)

Store Credit (Must Be Within 14 Days of Original Order & Include All Packaging))

CUSTOMER SIGNATURE

RETURN POLICY:

1.\ PLEASE ALLOW 24HRs FOR NUMBER TO BE ISSUED.
2.\ FOR CREDIT, MUST BE APROVED WITHIN 14 DAYS FROM THE ORIGINAL INVOICE(S) DATE.
3.\ RMA# IS VALID FOR 10 DAYS - RMA MUST BE RECEIVED WITHIN THIS TIME PERIOD.
4.\ CUSTOMER IS RESPONSIBLE FOR SHIPPING COSTS.
5.\ PRODUCT(S) MUST BE SHIPPED BACK TO US WITH RMA# WRITTEN OUTSIDE THE BOX.
6.\ DISCREPANCY BETWEEN RETURNED MERCHANDISE(S) AND INVOICE(S) WILL BE REFUSED.
7.\ PRODUCT(S) WITH PHYSICAL DAMAGE WILL BE REFUSED.
8.\ RMA# WILL BE VOIDED IF PRODUCT SERIAL NUMBERS ARE REMOVED.
9.\ THERE WILL BE A $25 SERVICE CHARGE IF THE ITEMS RETURNED ARE DEEMED TO BE WORKING & NOT DEFECTIVE.