

Return Material Authorization Form

Fax to: (330) 372-3329 Email: customerservice@csgruppint.com

When filling out this form, please follow the instructions carefully. All information must be included in order to ensure prompt processing of your request. The Return Merchandise Authorization (RMA) number must appear on all packages and paperwork related to this return; otherwise CSG reserves the right to refuse the packages as is. All RMA numbers expire 14 calendar days from date of issuance. All shipments must be prepaid. Physical damages void all warranties.

Customer Name: _____
 Contact: _____
 Address: _____
 Tel: _____ Fax: _____

FOR CSG USE ONLY

RMA #: _____ Date: _____
 Issued by: _____ Return Date: _____

Select RMA Type: <i>(please use one RMA form per RMA type, maximum 5 items per Form)</i> :							
		<input type="checkbox"/> Repair/Replacement	<input type="checkbox"/> Return for Credit	<input type="checkbox"/> Evaluation Return			
#	Item #	HECI/CLEI	Qty	Serial #	Invoice #	Reason for Return	Qty. Recd.
1.							
2.							
3.							
4.							

Additional Comments

Carrier Services Group RMA Policy:

- All merchandise returned **"must"** have a detailed description of the defect, a reason for return, a copy of CSG invoice (which includes the serial number of the merchandise returned), and the RMA number marked outside of the package
- Dead on Arrival (DOA) products must be processed for RMA within 14 Calendar days of the invoice date. All defective items will be replaced or repaired within the **Terms and Limits of the Written Warranty**. Carrier Services Group is not liable if, but not limited to, the manufacturer is not in business or the product is irreplaceable.
- All return merchandise must be received by us before a replacement can be sent out unless you are a member of the advanced replacement program.
- All returned merchandise must be in its original packaging (including all corresponding parts, manuals, cables, and diskettes, etc.); otherwise, packaging materials will be billed for each item.
- CSG will not be responsible for any physical damage or modified product. System must be, "As shipped configuration"; otherwise all warranties are voided. **(Removal of warranty sticker voids warranty)**
- All RMA Return for Credit must be requested within 14 calendar days. No cash refunds.
- CSG is not responsible for any shipping damage or loss. All claims for shipping damage must be presented to the shipping carrier immediately.
- All returns must be approved by a CSG representative. Unauthorized returns shall not be accepted.
- Shipping charges are the responsibility of the Customer unless otherwise agreed by CSG.
- RMAs issued are valid for 14 days.
- Any credits for returned goods shall be issued only after the goods have been received and inspected by CSG.
- After the RMA number is issued, please return the equipment to the above address for credit or replacement.
- If advanced replacements are sent and the RMA units are not returned within 14 days you will be invoiced for the replacement units.