

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 acceptance of a return. All RMA numbers expire 14 calendar days from date of issuance. All shipments must be prepaid. Physical damage voids all warranties.

Customer name: _____
 Contact: _____
 Address: _____
 Tel: _____

FOR CSG USE ONLY

RMA #: _____ **RMA** _____ Date: _____

Issued by: _____ Return Date: _____

Credit # _____ PO# _____

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

Carrier Services Group RMA Policy:

1. After the RMA number is issued, please return the equipment to the above address for credit or replacement.
2. All issued RMA numbers are valid for 14 days.
3. 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.
4. All return merchandise must be received by us before replacement merchandise can be sent out unless you are a member of the advanced replacement program.
5. 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 individual item.
6. 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 the manufacturer is not in business or the product is irreplaceable.
7. CSG will not be responsible for any physical damage or modified product. System merchandise must be, "As shipped"; otherwise all warranties are voided. **(Removal of warranty sticker voids warranty)**
8. All "Return for Credit" parts must be requested within 14 calendar days. No cash refunds.
9. CSG is not responsible for any shipping damage or loss. All claims for shipping damage must be presented to the shipping carrier immediately.
10. All returns must be approved by a CSG representative. Unauthorized returns shall not be accepted.
11. Shipping charges are the responsibility of the Customer unless otherwise agreed by CSG.
12. Any credits for returned goods shall be issued only after the goods have been received and inspected by CSG.
13. If advanced replacements are sent and the RMA units are not returned within 14 days you will be invoiced for the replacement units.

CSG-007