



# OREVOX

*A Reflection of Today's Digital Demand*

**Orevox (USA) Corporation**

P.O. Box 2655

City of Industry CA 91746-2655

Telephone:(626) 333-6803

Facsimile:(626) 336-3748

## RMA Request

Date \_\_\_\_\_

Company Name \_\_\_\_\_ Contact \_\_\_\_\_

Shipping Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Account # \_\_\_\_\_ Phone # \_\_\_\_\_ FAX # \_\_\_\_\_

Action Requested:  Repair  Replace  Other \_\_\_\_\_

Model Number	Invoice Number*	Quantity	Return Description

*\* Please attach a copy of invoice(s) for the product(s) listed above whenever requesting an RMA#.*

### Orevox RMA Procedure and Policy

- Customer will fill out and fax or mail the Orevox RMA Request form to the Orevox RMA department. The form *must* include the original purchase invoice number(s) indicating the model number(s) of the returned merchandise. A copy of the original invoice is desirable.
- Orevox will then issue an RMA number within one(1) business day upon receipt of the request form, provided all information is completely furnished and no discrepancy is encountered.
- The RMA number must be prominently displayed on each box returned. Orevox reserves the right to refuse any shipment that is incorrectly labeled or without a valid RMA number.
- Orevox will return repaired or replaced products by UPS ground, unless otherwise requested on the RMA request form. Should the customer request other than UPS ground, Orevox will bill the customer for the additional freight charges.
- Orevox will not be responsible for damage incurred during shipping, due to improper packing, to products received by Orevox. Claims against the shipping company are the responsibility of the customer.
- Orevox product sent back for return to inventory must have an RMA number and must prove to be "NEW" by appearance, performance and packaging. In addition, all return to stock items will be charged an additional 15% restock fee.
- Returned product tested and determined as out of warranty will be returned to customer freight collect unless other arrangement has been made with Orevox. Out of warranty repair should be requested through Repair Order Request form.