

RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

EHOMESYS RMA CENTER
 555 N. El Camino Real, A-435-RMA
 San Clemente, CA 92672
 Tel: (949)492-9800 (request RMA Dept.)
 Fax: (949)492-9800 (need fax authorization)
 Email: support@ehomesys.com

RMA #:

(For EHOMESYS Use Only)

Company:
Address:
Contact Person:
Phone:
Email:

Qty	EHOMESYS Item & Serial #	Invoice #	Invoice Date	Detailed Problem

RMA Items: Repair Credit

Special Request:

RMA Request Instructions

1. Email or fax (call first for fax authorization) this form to the address specified above for fastest response. You may also mail this form to the address specified above.
2. Once you obtain a RMA number, use all original packaging to prevent damage during shipping.
3. Non-repair RMAs must be accompanied by all original accessories and package contents.
4. Clearly mark RMA number on the box exterior and send the merchandise to the address listed above.

RMA Policy

- A RMA number is only valid for 15 days from the date issued.
- Merchandise returned without a RMA number labeled clearly on of the box exterior is subject to refusal.
- No RMA number will be issued without item or model information (and Serial numbers for applicable EHOMESYS products) and an invoice number and date.
- If no response is received after 2 business days of faxing or emailing the RMA request, it is the customer's responsibility to contact the RMA department within 2 additional business days or such request shall be void.
- All RMA requests for credit refund must be received within 30 days of the invoice or order shipment date.
- Special items, special orders, discontinued or non-production product configurations and models, and products or models that are "built to order" (not stocked, which is common for some products in the custom electronic and custom installation market) may be returned for repair only, unless otherwise approved in writing by EHOMESYS.
- Any product that has been used or handled may require customer payment for repairs, testing, and re-certification of product functionality. Used, handled, or opened product that is non-ehomesys branded may not be returned for credit refund.
- Any physical damage to the product may require customer payment for repairs, testing, and re-certification of product functionality, and depending on the damage may not be repairable. Physically damaged product may be returned for repair only.
- Non-ehomesys branded products must be returned to the manufacturer for repair requests and may be subject to a 15% restocking fee for credit requests.
- Charges for warranty repairs are waived during the warranty period for parts and materials, unless doing so contradicts any of the other terms in the RMA policy or product warranty.

RMA specifications and policy are subject to change without notice, please contact EHOMESYS for current guidelines.