



FOR USE BY MINIPACK AMERICA INC. (MPA) ONLY	RMA #
RMA APPROVED BY:	DATE:
APPROVAL FAXED TO:	DATE:

RETURN MERCHANDISE AUTHORIZATION REQUEST

Please do not send items in for evaluation until a valid RMA# is issued by minipack america, inc. Consumables are not returnable. This form is only a request for an item to be sent in for evaluation. A valid RMA# does not guaranty the item will be covered under warranty. That will be determined after our technician inspection.

Company Name:		
Address:		
City:	State:	Zip/Postal Code:
Phone:		Fax Number:
Contact Name:	Email Address:	

RETURN ITEM INFORMATION

Model/ Part #:	Serial #:	Purchase Date:	Original Invoice #:
Reason for request:			

PLEASE CHECK THE APPROPRIATE BOX INDICATING REASON FOR THE RETURN OF YOUR MERCHANDISE

<input type="checkbox"/> New Machine/Part (sold within 90 days) return for CREDIT <ul style="list-style-type: none"> • Electronic components are non-returnable. • We issue credits within 30 days after parts are received, less a 10% restocking charge may apply on new items approved for return.
<input type="checkbox"/> New Machine/Part return for evaluation due to FREIGHT DAMAGE <ul style="list-style-type: none"> • Customer MUST send with this request: <ul style="list-style-type: none"> - Customer's Notes of Damage - Freight Company Inspection Report - Digital Photos of physical damage
<input type="checkbox"/> Machine (within 12 months) return for EVALUATION/REPAIR <ul style="list-style-type: none"> • Estimate will be provided after evaluation is complete
<input type="checkbox"/> Machine (over 12 months old) return for EVALUATION/REPAIR <ul style="list-style-type: none"> • Estimate will be provided after evaluation is complete
<input type="checkbox"/> Part returned for Warranty EVALUATION

MINIPACK AMERICA, INC. RETURN POLICIES

Minipack america, inc. must give prior approval for all returns. **Customer is responsible for all shipping charges, including outbound and inbound freight charges.** In addition, a minimum 10% restocking charge will apply on new items approved for return. We do not accept C.O.D. parcels. Credits will be issued based on the condition of the merchandise and the proper packaging of the return.

Please issue a Purchase Order for the replacement of the defective part claimed under warranty. We at minipack america, inc. may request parts claimed under warranty to be returned for inspection. A credit will be issued if approved by minipack america, inc. Please refer to our minipack Limited Warranty on our website for additional information.

Please Note: Our technicians will perform a detailed evaluation to determine if the merchandise returned is damaged due to damage from freight, installation, improper electrical connection, moisture damage, accident, neglect, misuse, improper maintenance, alteration, modification, or repair by anyone other than a minipack america, inc. authorized re-seller. Once our evaluation is complete you will be notified with any/all costs and suggested procedures. If said evaluation finds no defect, the product(s) will be shipped back to the customer at the customer's expense.

Signature below is required before RMA will be considered. Packing Instructions apply once RMA is approved.

Follow-up contact on approved RMA's: rma@minipack-america.com or 714.283.4200. **RMA's are valid for 15 days after approval date.** It is the customer's responsibility to insure shipments are returned. We do not track expired RMA numbers.

Packing: Place RMA # on outside of box adjacent to OR on the Shipping Label. To avoid damages ship product in original packaging materials and drain oil from machines. We at minipack america, inc. will not be responsible for any damages due to shipping.

Please sign below acknowledging that you understand minipack america, inc. Return Policies and Packaging Instructions.

Print Name

Signature

Date

Please fax this completed request for RMA to: 714.283.4268