Return Material Authorization (RMA) Form

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|  |  | **Client Information** | |
| **RMA Instructions:**  *Products purchased through Adkinns or our distributors may be returned to Adkinns by following these steps:*   1. Contact Adkinns at 650-457-4580 or [info@adkinns.com](mailto:info@adkinns.com) to obtain an RMA number. 2. Fill out this form, and send a copy of the form to [info@adkinns.com](mailto:info@adkinns.com), also place a copy of the form in the box with the item(s) being returned. 3. Clearly mark the outside of the box with the RMA number. 4. Ship the item(s) to:   Adkinns Inc., 5063 Commercial Circle, Concord, CA 94520 |  | **Company name** |  |
|  | **Full address** |  |
|  | **Email and phone number** |  |
|  |  |  |
|  | **Order and Shipping Information** | |
|  | **Sold through** |  |
|  | **Purchase order number** |  |
|  | **Purchase order date** |  |
|  | **Material collection date** |  |
|  |  |  |
|  | **RMA Information** | |
|  | **RMA number** |  |
|  | **RMA authorized by** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Product Information** | | | | | |
| **#** | **Model Number** | **Serial Number** | **Reason for Return** | **In Warranty** | **Action** |
| **A** |  |  |  |  | Evaluate Only |
| **B** |  |  |  |  | Evaluate Only |
| **C** |  |  |  |  | Evaluate Only |
| **D** |  |  |  |  | Evaluate Only |
| **E** |  |  |  |  | Evaluate Only |
| **F** |  |  |  |  | Evaluate Only |
| **G** |  |  |  |  | Evaluate Only |
| **H** |  |  |  |  | Evaluate Only |
| **I** |  |  |  |  | Evaluate Only |
| **J** |  |  |  |  | Evaluate Only |

|  |
| --- |
| **Additional Comments** |
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|  |  |  |  |
| --- | --- | --- | --- |
| **Disposition (To be completed by Adkinns)** | | | |
|  | Returned to client, no problem found |  | Non-Warranty replacement |
|  | Warranty repair, repaired and returned to client |  | Not repairable, informed client |
|  | Non-Warranty repair, repaired and returned to client |  | Other: |
|  | Warranty Replacement |

**Adkinns Inc.**

**Return Material Authorization Policy**

All returns require an RMA number. Returns must be authorized in accordance with the following policy: If it is deemed that the part should be returned, an Adkinns representative will issue an RMA number. Fill out the RMA form, send the form by email and place a copy of the form in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Unauthorized returns will not be accepted by Adkinns. Additionally, products will not be accepted by Adkinns for return if not accompanied by a valid RMA number and form. Returning items within the warranty period for evaluation does not guarantee replacement or credit.

# Custom Order Returns

Custom orders returns are unacceptable by Adkinns except in case of failure within the warranty period and/or if products require repair, which will be borne by the client in case of material being out of the warranty period.

# Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the client requests that a replacement be sent immediately, the replacement product will be billed to the client’s account in accordance with Adkinns’ standard payment terms. Then, once a final decision on the returned product is made, a credit note will be issued if the warranty claim is valid.

# Non-Warranty Returns

If the client wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Adkinns will advise the client of the estimated cost of the repair before proceeding with any repairs. The clients approval to proceed with repairs will be an authorization to repair and pay for the cost of repair, whether or not it exceeds the original estimate.

# Transportation Charges

The client is responsible for all transportation, insurance, duties and other similar charges for all returned Product, and the client must ensure that the product is appropriately packaged. Products shipped to Adkinns on freight collect basis will be declined. Shipping damages resulting from improper packaging will be the client’s responsibility. After repair, Adkinns will return the product ground and/or sea freight prepaid for in-warranty items only. For any other shipment method, client must pay the difference in freight. Non-Warranty items will be invoiced for any parts, labor, and shipping charges.

By choosing to request an RMA number from Adkinns, it is implied that the client has agreed to the terms of the RMA Policy.