

RMA Request Warranty Claims and Procedures

- When requesting an RMA number from Empire, always use the attached form.
- Make sufficient copies for future use.
- Within five business days of submission to Empire, RMA Authorization(s) will be sent to your accounts shipping email address.
- Customer is responsible for shipping costs for returns. Empire recommends using a carrier with detailed tracking such as UPS or FedEx.
- Returned products that have been tested at Empire and found to be defective will be issued
 credit; if items received are not found to be defective, customer will not receive credit.
 Customer will be given the option to have the item(s) returned back to them or recycled by
 Empire. Freight charges for the return would be a cost back to the customer.
- Credits for returned defective product will only be granted if all components are returned as supplied by Empire. Please be sure all components are returned as originally shipped, Empire Reserves the right to deny credit at our discretion if all products received do not meet this requirement.
- Complete all pertinent information, required fields and e-mail it to <u>RMA@empirescientific.com</u>. An RMA number will be issued and sent back to you.

Today's date EMPIRE SCIENTIFIC PRODUCT RETURN FORM RMA#

UPON RECEIPT OF YOUR RMA # USE THIS FORM AS A PACKING LIST - RMA # MUST BE ON OUTSIDE OF EACH BOX

AN RMA# ENTITLES YOU TO PRODUCT EVALUATION ONLY AND DOES NOT AUTHORIZE CREDIT OF PRODUCT. THAT IS DONE BY THE RECEIVING DEPARTMENT ONLY!

ADDRESS:ACCOUNT NUMBER:	STORE NUMBER: _ COMPANY NAME: _		REASON FOR RETURN						*Empire Part Number
									*Qty Returned
			B -Damaged, C K - Shipping er						Qty Received (Empire use only)
			: - Bad fit, ror, L - Lo						Unit Price
8		ç,	D - No volt w voltage,						Total Price
ILL BE RECYCLED &	OUT OF WAF	NOTE - UPON EVALUAT EDIT WILL BE ISSUED F No produc	age, E - Customer ei M - Order entry erro						*Invoice or Order Number (Required)
OUT OF WARRANTY PRODUCT WILL BE RECYCLED & NO CREDIT WILL BE ISSUED		NOTE - UPON EVALUATION OF RETURNED PRODUCT CREDIT WILL BE ISSUED FOR QUALIFIED PRODUCTS ONLY. No product will be returned	B -Damaged, C - Bad fit, D - No voltage, E - Customer error, F - Will not hold charge, G - Refused, H - X-Ref error, J - Recycle K - Shipping error, L - Low voltage, M - Order entry error, N - Invalid chip, P - Packaging error, R - Low capacity, T - Other (please explain)						*Reason for Return (Do Not leave Blank. Pick From List Below)
*FAX NUMBER: RECEIVED BY: DATE RETURN	*CONTACT NAME: '*PHONE NUMBER:		Refused, H - X-Ref ₁ g error, R - Low ca						If low capacity, what are the Cadex test results?
FAX NUMBER: RECEIVED BY: DATE RETURNED:	T NAME:IUMBER:		error, J - Recycle pacity, T - Other (r						Warranty Date (Empire Use Only)
			please explain)						Quantity Returned (Empire Use Only)