

# MALCOM DISTRIBUTORS

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## Customer RMA Request Form

**RMA NUMBER:** \_\_\_\_\_ (returns without this number will not be entertained)      **DATE APPROVED:** \_\_\_\_\_

Name: \_\_\_\_\_

Company \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Note:** All phone, software related, professional installation required items, special orders and SIM's sales are final. No credit or exchange allowed. Warranty provided by Manufacturer and NOT by Malcom Distributors.

**Any questions, please contact Malcom Service & RMA Dept.**

Order #	Date of purchase	Purchased from			
		<input type="radio"/> www.malcomwireless.com	<input type="radio"/> eBay IDs:::malcomwireless		
		<input type="radio"/> Pricegrabber.com	<input type="radio"/> eBay IDs:::ccmaccessories		
		<input type="radio"/> www.ccmaccessories.com	<input type="radio"/> Other (specify) _____		
Item	Reason for returns or exchange		Price	Units	Total
			<b>TOTAL</b>		

1. Fax RMA Form with a copy of the original packing slip/invoice. You need to receive an RMA number before you ship your merchandise back to us.
2. **WARRANTY EXCHANGE:** Defective items will be replaced within the manufacturer's warranty period. You are responsible for shipping the defective item back to us. We will pay for shipping item back to you. No credit or exchange for items that are water damaged, misused or abused beyond normal use.
3. **CREDIT:** Request for credit should be received within 7 days of receiving the merchandise. Returns should be in immaculate condition within the original packaging and with no attachments or documentation missing. Credit will be applied for the cost of the merchandise only. Shipping cost is not refundable. Restocking fee may apply if anything is missing from the return. Credit for PriceGrabber order is a subject to a PriceGrabber cancellation fee of \$2.50 on top of any restocking fee.
4. **STORE CREDIT:** New items in original package only within 7 days in accordance with current market prices.
5. Include the RMA # in your returns along with the invoice. Send your return to the address in the left top corner of this form. RMA # must be clearly visible on the outside of the box. Note RMA number on the box. Please do not deface the merchandise box.
6. RMA is void if item is not shipped back within 10 business days.
7. Manufacturer's warranty covers items sold only through Malcom Distributors Inc. Any item submitted for return that was not sold through Malcom Distributors Inc., will be shipped back to your at your expense and be a subject of \$10.00 service charge.