

## Return Merchandise Authorization Request Form

Complete this form and fax it to CPAC at **714-692-6680**. Blank fields may cause your RMA to be delayed and/or refused.

Company Name: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State/Province: \_\_\_\_\_  
 Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Business Phone: (\_\_\_\_) \_\_\_\_\_ Ext.: \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_  
 E-mail Address: \_\_\_\_\_

Your Purchase Order Number: \_\_\_\_\_ Date: \_\_\_\_\_

CPAC Invoice Number: \_\_\_\_\_

(CPAC use only)

Product Part #	Serial Number	Reason for Return	Box - Open or Sealed	Give Credit or Replace
	No S#: _____		O: _____ S: _____	C: _____ R: _____
	No S#: _____		O: _____ S: _____	C: _____ R: _____
	No S#: _____		O: _____ S: _____	C: _____ R: _____

**All RMA request are subject to approval by CPAC, Inc. and are time sensitive.**

- One RMA Request Form per Invoice.
- All RMA items must be insured for loss or damage. Shipper is liable for loss or damage.
- Serial number, when applicable, must be noted in the area provided above.
- CPAC is not responsible to provide an RMA for customer mis-ordered product.
- D.O.A. replacement may be authorized up to **30 days** from original invoice date. After 30 days please call CPAC at 800-778-2722.
- All items being returned must be complete, and when possible in original factory or CPAC packaging.
- All RMA authorized items must be returned at Buyer's expense - C.O.D's will be refused.
- Mis-ordered, or non-defective product that has the factory seal broken is returnable at CPAC's discretion.
- RMA's will not be issued for items that have been improperly installed, abused or mis-handled by the customer.
- **RMA#'s are only good for 10 days** and products must be returned to CPAC, Inc. within this period or they may be refused.
- CPAC authorized returned non-defective product for credit /refund may be subject to a minimum 20% restock fee in addition to shipping costs.
- All product returns must have a CPAC provided RMA # listed on the customer's Return Packing Slip (if not, product will be refused). **DO NOT WRITE RMA# ON THE SHIPPING BOX.**

**TO BE FILLED OUT BY CPAC ONLY:**

RMA#: \_\_\_\_\_ Date Issued: \_\_\_\_\_ Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

# Return Merchandise Authorization Request Form

## Warranty Information

Unless otherwise stated, all new from factory products carry the manufacturer warranty. Extended warranties can be purchased for most items, contact our sales department for more information. Any products sold for Resale, unless otherwise stated, come with a 30 day CPAC warranty.

THE EXPRESS WARRANTIES HEREIN CONTAINED ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AS TO ANY MATTER WHATSOEVER, AND SELLER HEREBY DISCLAIMS SUCH WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY RELATING TO THE DESIGN, QUALITY OR CONDITION OF THE EQUIPMENT, ITS MERCHANTABILITY, FITNESS, OR CAPACITY FOR ANY PARTICULAR PURPOSE, NON-INFRINGEMENT, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE OR ANY OTHER MATTER.

## Return Policy

- CPAC offers a 30 day return policy on selected items based on manufacturer return policies. For further information not listed, please contact your CPAC account manager.
- Please call 800-778-2722 or e-mail our Returns Department at [returns@CPACINC.com](mailto:returns@CPACINC.com) to obtain a Return Merchandise Authorization (RMA) number before shipping your product. NO returns of any type will be accepted without an RMA number. For faster service, please have the following information on hand when calling for an RMA number: customer name, invoice number, serial number and nature of the problem.
- All defective products returned MUST: be 100 percent complete and should contain ALL original boxes and packing materials, have original UPC codes on the manufacturer boxes, contain all manuals, blank warranty cards and other accessories and documentation provided by the manufacturer.
- You are responsible for mis-ordered shipping charges on returned items; CPAC will match your shipping method on your replacement or exchange item(s).
- CPAC strongly recommends you fully insure your return shipment in case it is lost or damaged and you use a carrier that can provide you with proof of delivery for your protection.
- If merchandise arrives to you damaged: it is best to REFUSE it back to the carrier attempting delivery. If you accept the package make sure it is noted on the carrier's delivery record in order for CPAC to file a damage claim. Save the merchandise AND the original box and packing it arrived in, notify CPAC immediately to arrange for a carrier inspection and a pick up of damaged merchandise. If you do not notify CPAC of damaged goods within the first 7 days of arrival, our regular return policy will override any claim of damage, and will fall under all current manufacturer restrictions. Call 800-778-2722 or your CPAC account manager to arrange for carrier inspection and a pick up of damaged merchandise.
- DEFECTIVE returns may be returned with an approved RMA# directly to CPAC within 30 days from the invoice date, at CPAC's discretion for: credit, replacement, exchange or repair. After 30 days, all manufacturers' warranties apply.
- NON-DEFECTIVE returns may be accepted directly by CPAC within 30 days from the invoice date, at CPAC's discretion for: credit, exchange. All NON-DEFECTIVE returns are subject to a 20% minimum percent restocking fee.

CPAC reserves the right to authorize product returns beyond 30 days from the invoice date. If the product is accepted after 30 days, credit will be issued toward FUTURE PURCHASES ONLY. Original shipping charges are not refunded on returned items. Customers are responsible for all shipping charges back to CPAC on returned items, and CPAC will pay the shipping charges on the replacement or exchange item(s) going back.