

RMA#

For Office Use Only

Please submit RMA Request Form via email or fax.

Email: rma@vonnice.com

Request Date: _____

Note: Serial Number must be provided in order to obtain an RMA number

Customer Code _____

Contact _____

Company _____

Shipping Address _____

Tel _____

E-mail Address _____

Model No.	Serial Number	Invoice No.	Invoice Dt.	Reason for Return (Problem Description)

RMA Policy and Procedures:

1. Standard **DOA** Period / **CREDIT** Return Policy: 30 days with appropriate RMA request via fax or email. After 30 days, any RMA accepted will be for repair or replacements only. No credit will be given for any returns after the 30 days DOA period has expired. (30 days after the purchase date)
2. Return authorization numbers are valid up to 10 business days from the date issued. Please do not send RMA's more than once to avoid duplicates.
3. All item(s) for return must be packaged to protect against damage in transit. **(Physical Damage Voids The Warranty)**
4. Clearly indicate the RMA # issued either on the shipping label and or on the packaging, otherwise your package will be refused.
5. The RMA return must include a packing list (using the completed RMA Request Form as a packing list is preferred) and copies of original invoice for each returned. item(s). If the item(s) is claimed as DOA or CREDIT it must be fully packaged.
6. Upon receipt of the returned item(s), the item(s) will be physically inspected and tested based on the reason for return indicated. No repair or warranty will be rendered if the returned item(s) has been found abused, modified, or tampered in any way. You may refer to our website at www.vonnice.com for our warranty and return policy.
7. Vonnice Inc is not liable for any data lost due to repair and lost in bound packages. In an event of a lost package sent to Vonnice RMA, you are required to provide a proof of delivery.
8. Standard repairs and replacements turn around time does not exceed more than 10 business days. Transit time is not included.

Failure to comply with the above procedures, the returned item(s) will be serviced at our discretion
Vonnice Inc reserves the right to change this policy without advance notice

SUBMIT

PRINT