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RETURN AUTHORIZATION FORM

DATE		PHONE	
COMPANY		FAX	
CONTACT NAME		INVOICE NUMBER	
ACCOUNT NUMBER		INVOICE DATE	

RMA CHECKLIST (Please check all that apply)

NEW PRODUCT	DEFECTIVE PRODUCT	WARRANTY	NON-WARRANTY	
BRAND & MODEL	ESN	REASON FOR RETURN	TOTAL CALL TIME	QTY

TERMS & CONDITIONS

A. PRODUCT RETURNS

- This form must be COMPLETE
- One invoice per RMA request.
- Include a copy of the invoice with the RMA shipment.
- Phones must be returned in original box with the RMA NUMBER clearly printed on the shipping box.
- **Please send phones that are beyond 30 days from invoice date or where total call time is more than 30 minutes to respective manufacturers for warranty & repairs.**

B. RETURN OF A NEW PRODUCT

- A 15% re-stocking fee and corresponding freight charges will apply to all products that **do not have defects.**

C. RETURN OF DEFECTIVE PRODUCT

- Defective phones that are DOA, under manufacturer's guidelines and with less than 30 minutes total call time and within 30 days of invoice date will be replaced with the same product or credited to customer's account.
- Kindly return defective OEM accessories directly to the manufacturer.
- Phones with LCD damage or defects resulting from physical abuse are not covered by manufacturer or vendor warranty.

RMA NUMBER (Aerovoice use only)

**RMA request cannot be processed
due to the following reason**