



Return Merchandise Authorization (RMA) Form



RMA Date \_\_\_\_\_
RMA Number (assigned by OPTIMUM) \_\_\_\_\_
Invoice Number \_\_\_\_\_
Date Purchased \_\_\_\_\_

Name \_\_\_\_\_
Company Name \_\_\_\_\_
Email \_\_\_\_\_
Phone Number \_\_\_\_\_
Fax Number \_\_\_\_\_

Address 1 \_\_\_\_\_
Address 2 \_\_\_\_\_
City \_\_\_\_\_
State/Province \_\_\_\_\_
Zip/Post Code \_\_\_\_\_
Country \_\_\_\_\_

Table with 5 columns: Product Description, Product Code, Quantity, Price, Extended Price. Includes three empty rows for data entry.

Reason for Return (fully explain)
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To receive an RMA number, fax this completed RMA form to OPTIMUM Customer Service at 412-257-9011. OPTIMUM will fax you your RMA number.

The completed RMA form, including the RMA number, must be included in the return package, and the RMA number must appear on the return address label.

Ship all returns and completed paperwork to:
OPTIMUM Power Technology
Attn: Returns Department, RMA Number \_\_\_\_\_
South Pittsburgh Technology Park
3117 Washington Pike
Bridgeville, PA 15017-1496
USA

All returns must be shipped pre-paid by the Sender. OPTIMUM will not accept COD shipments. All international duty fees or duty refunds are the responsibility of the Sender.

To qualify for a refund, Product returns must be received by OPTIMUM within 30 days of the invoice date. The Product must be new and unused, and in its original sealed packaging, including all accessories, and manuals, and must be unregistered. If the Product packaging has been opened or if the Product has been registered, the return cannot be accepted. Returns are subject to a 20% restocking charge.