



RMA REQUEST FORM

Phone: (415) 626-4231, Fax: (415) 626-4063

NOTE: ALL FIELDS MUST BE FILLED OUT TO EVALUATE YOUR RMA. INCOMPLETE FORMS WILL NOT BE ACCEPTED. UNITS RETURNED WITHOUT A VALID RMA # WILL BE REFUSED & RETURNED. IF APPROVED, AN RMA # WILL BE ISSUED BY YOUR ACCOUNT MANAGER.

Company:	Customer Phone:
Contact Name:	Customer Fax:
Date:	Email:
Original PO#:	Townsend Invoice#:

Part#	QTY	Serial #	Reason For Return

QUESTIONS FOR RETURN: (ALL MUST BE FILLED OUT TO EVALUATE RMA):

1. Have you upgraded the IOS? _____
2. Have you put different memory in the unit? _____
3. Have you changed the configuration? _____
4. Have you upgraded the unit in any way? _____
5. What was your original purchase date? _____
6. Are you getting an error message? _____
7. What is the error message? _____
8. Please include a printout of the error message (and diagnostics) and include this with your faxed, completed RMA Request Form to: (415) 626-4063.

VENDORS – 30 days:

Vendor must submit a complete RMA form within 30-days of sale delivery date. Unit must be returned to Townsend within 35 days from date of sale or RMA will not be honored. Townsend will replace unit if stock is available, otherwise a credit or refund will be issued in the full amount including shipping. In the event that a replacement is available, once defective unit is returned and tested, we will ship the replacement FedEx Ground. Should the vendor like the delivery expedited, vendor shall cover additional expense.