



# RMA Request Form

Please return via fax at (647)258-6165

## RESELLER INFORMATION:

Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_

Mfg/Model Number S/N:	Reason for RMA:	Invoice#/Date:

### Return Policy

Before returning goods for service, stock rotation or for credit, a Return Merchandise Authorization Number (RMA#) must be obtained. Goods must be returned in their complete original packing with RMA# clearly on the shipping label and shipping documents. Return shipments must be prepaid. NVU Electronics Inc. will refuse all collect shipments, and/or return shipments without an RMA#. To obtain your RMA number, please contact the NVU Electronics Inc. service department (866)411-2688.

### Restocking Charge & Credit

NVU Electronics Inc. charges a 25% restocking charge for returned, non-defective merchandise and for merchandise refused with no cause. Returned items will only be accepted in new condition with original packaging within seven days of the invoice date. No cash refunds are issued for returned products. All credits are applied towards future purchases.

### Warranty

All products are covered by the original manufacturer's warranty. If a product is returned as damaged or defective but no fault is found, NVU Electronics Inc. reserves the right to charge the return freight costs. Defective products that are under warranty will be repaired promptly and returned freight prepaid by NVU Electronics Inc. or the respective manufacturer. Please refer to the price lists for each individual warranty policy from each manufacturer, or check with an NVU Electronics sales rep.

## For Internal Use Only:

RMA#: \_\_\_\_\_ Approved By: \_\_\_\_\_