



Ad Hoc Electronics - Return Merchandise Authorization (RMA) Form

RMA Number: _____
 Date Issued: _____
 Authorized by: _____
 Entered by: _____
 Account Manager: _____
 RMA Type: _____ C _____
 Customer #: _____

Instructions: No returns accepted without prior authorization. Please print this form and enclose with RMA shipment.
 Please provide as much detail as possible for the quickest remedy.

Ad Hoc Electronics
 777 South State Street
 Orem, Utah 84058
 Tel: 801-225-2226
 Fax: 801-653-4257
www.adhocelectronics.com

Customer Information

Company Name: _____ Contact Person: _____
 Address: _____ Title: _____
 City / State: _____ Telephone: _____
 Postal Code: _____ Fax: _____
 Country: _____ E-mail: _____

Product Information

Qty	Part Number	Serial Number	Description	Invoice Number & Date

Reason for Return

Reason for return: _____

Additional Information (Required for warranty issues)

Is the issue suspected to be a manufacturing defect?
 How long did the product(s) work in the application?
 Describe the operating environment?
 What event coincided with the reported issue (i.e. configuration, user error, lightning storm, misconnection, static, etc.)?

Shipping Information

Outbound shipment date: _____ Outbound method (UPS Ground is free): _____
 Outbound Invoice #: _____ If not UPS Ground, customer shipping number or char: _____
 Inbound (expected arrival date): _____

Ad Hoc Electronics Comments/Remedy - Internal use only

	Initials	Date	Comments
Received:			
Apps:			
RF Eng.:			
Sales:			
Resolved:			

Terms

- Any merchandise returned without an RMA number/reference printed on the outside of the shipping box will be refused.
- Any merchandise returned freight collect, or C.O.D will be refused.
- Any merchandise returned without an enclosed RMA form will be delayed in remedy.
- All returns for credit must be accompanied by an original invoice. Credits will be issued within 4-6 weeks.
- Returns for credit are subject to a 15% restocking fee. All original contents of the order must be returned to be eligible for maximum credit
- Ad Hoc Electronics reserves the right to repair or replace defective product at its discretion.
- Ad Hoc Electronics will return product via UPS Grnd or Intl Expedite at no charge. Other shipping options available for an additional charge
- RMA expires 30 days after issue. Merchandise not received by Ad Hoc Electronics within 30 days from date of issue will not be eligible for