

ELINCO / JPC

1525 Kings Highway East, Fairfield, CT 06824
Ph:203-334-7537 Ext 109 Fax: 203-334-7792
www.E-JPC.com

Request for Return Material Authorization (RMA) Number

PLEASE NOTE: Customers are not authorized to return equipment without express written approval from Elinco International, Inc., Unauthorized returns will be rejected.

Your RMA will only be processed if it meets the following criteria:

- 1 By choosing to request an RMA number from ELINCO/JPC, it is implied that the customer has read and agrees to the terms in the ELINCO / JPC., Warranty Policy and the terms listed on this document (FORM 39).
- 2 Product being returned for credit, exchange or repair must match original sales order.
- 3 Items being returned for credit or exchange must be returned in the same condition as received.
- 4 For warranty claims: Equipment must be within the warranty period. (<http://www.e-jpc.com/terms>) for warranty conditions)
- 5 Equipment that falls within ELINCO/JPC, operating specifications or are deemed defective due to customer misapplication will be repaired as Non-Warranty or returned as is, and will be subject to a minimum of \$190 per unit evaluation fee.
- 6 Parts and equipment must be returned in adequate condition in proper packaging and shipping material (must adhere to ESD safety precautions, if applicable). Failure to do so will result in product returned to sender.
- 7 If you need immediate replacement, provide your Customer Sales Representative with a new PO. Please note, ELINCO/ JPC, reserves the right to return product which is deemed customer damaged or no fault found from the RMA.
- 8 Submit completed form via Email: info@e-jpc.com or Fax: (203) 334-7792.
- 9 Once issued the RMA number is only valid for a period of thirty (30) calendar days.
- 10 The RMA number is to be clearly marked on the outside of all shipping containers. A packing slip listing all items that have been authorized for return is to be included.

Please fill in all required data in Sections 1 & 2

Section 1

Customer Information: _____ **RMA Request Date:** _____

Customer Name:			
Customer Contact Name:		Customer Contact Phone:	
Contact Email Address:			
Ship To Address:			
Bill To Address:			
Courier:			
Return Ship Method:			
Courier Account Number:			

Section 2

Please include any pertinent information, such as: copies of schedules, programs, pictures, field failure data, etc. that could be helpful in the evaluation of the equipment.

System / Test / Environmental Information / Detailed Failure Data:

Repair: <input type="checkbox"/>	Return for Credit: <input type="checkbox"/>	Exchange: <input type="checkbox"/>
Model: _____	Serial Number: _____	Date of Purchase: _____
		Service History: Yes: <input type="checkbox"/>
		No: <input type="checkbox"/>
Material Return Number: _____	Quantity: _____	PO #: _____
Number of Cycles: _____	Failure Location: _____	
Temperature: _____	Humidity: _____	Other Environmental Factors: _____
Reason for Return / Detailed Description of Failure:		

Repair: <input type="checkbox"/>	Return for Credit: <input type="checkbox"/>	Exchange: <input type="checkbox"/>
Model: _____	Serial Number: _____	Date of Purchase: _____
		Service History Yes: <input type="checkbox"/>
		No: <input type="checkbox"/>
Material Return Number: _____	Quantity: _____	PO #: _____
Number of Cycles: _____	Failure Location: _____	
Temperature: _____	Humidity: _____	Other Environmental Factors: _____
Reason for Return / Detailed Description of Failure:		

For ELINCO/ JPC Personnel Use Only

Warranty: <input type="checkbox"/>	Non-Warranty: <input type="checkbox"/>	Approved: <input type="checkbox"/>	Denied: <input type="checkbox"/>
Warranty Period: _____ to _____	Reason for Denial: _____		
RMA Number: _____	_____		

Approval Signature: _____	Date: _____		