

Return Merchandise Authorization (RMA) form

RMA NUMBER

Merchant: _____ Return address: _____

1 • ORDER AND CUSTOMER

ORDER NUMBER

ORDER DATE

DATE OF REQUEST

CUSTOMER NAME

EMAIL (VERIFIED)

PHONE

2 • ITEMS BEING RETURNED

PRODUCT / LINE ITEM	SKU	QTY	SERIAL NUMBER (IF ANY)

3 • REASON AND EVIDENCE

RETURN REASON (TICK ONE)

☐ Change of mind ☐ Wrong item sent ☐ Damaged in transit ☐ Faulty / not working ☐ Warranty claim

☐ Other: _____

CUSTOMER-REPORTED FAULT DESCRIPTION

PHOTOS / VIDEO ATTACHED

☐ Yes — file names: _____ ☐ No

4 • REQUESTED RESOLUTION

☐ Refund ☐ Exchange ☐ Store credit ☐ Repair ☐ Replacement ☐ Repair quote (out of warranty)

CUSTOMER NOTES

5 • MERCHANT USE ONLY

APPROVED / REJECTED BY

DATE

RETURN LABEL / CARRIER

RECEIVED ON

INSPECTION FINDING / FAULT CODE

FINAL RESOLUTION