



Return Merchandise Authorization Form (RMA)
(* indicates required fields)

If you are requesting an RMA number to return product to Jenne, the below form must be completed and submitted to Jenne. Please read the RMA policy for DOA and Non-DOA product before submitting this form.

Submission of this form does not authorize return of the product. An RMA number, and packing list will be forwarded to you upon acceptance of your RMA request.

General Information

Request Date	_____
Company Name*	_____
Contact Name*	_____
Account Number*	_____
Phone*	_____
Fax	_____
E-mail*	_____
<i>Return Status</i>	
DOA return for credit	<input type="checkbox"/> Yes <input type="checkbox"/> No
Non-DOA return for Credit	<input type="checkbox"/> Yes <input type="checkbox"/> No

Fax to: 440.471.3224



Product Information

Part Number	_____		
Problem	_____		
(DOA opened goods only)			
Quantity	_____		
Jenne Invoice/Your P.O.	_____		
Serial Number	_____		
(DOA opened goods only)			
(DOA) Defective	<input type="checkbox"/>	Customer Error	<input type="checkbox"/>
		Jenne Error	<input type="checkbox"/>

Part Number	_____		
Problem	_____		
(DOA opened goods only)			
Quantity	_____		
Jenne Invoice Number	_____		
Serial Number	_____		
(DOA opened goods only)			
(DOA) Defective	<input type="checkbox"/>	Customer Error	<input type="checkbox"/>
		Jenne Error	<input type="checkbox"/>

Part Number	_____		
Problem	_____		
(DOA opened goods only)			
Quantity	_____		
Jenne Invoice Number	_____		
Serial Number	_____		
(DOA opened goods only)			
(DOA) Defective	<input type="checkbox"/>	Customer Error	<input type="checkbox"/>
		Jenne Error	<input type="checkbox"/>

Part Number	_____		
Problem	_____		
(DOA opened goods only)			
Quantity	_____		
Jenne Invoice Number	_____		
Serial Number	_____		
(DOA opened goods only)			
(DOA) Defective	<input type="checkbox"/>	Customer Error	<input type="checkbox"/>
		Jenne Error	<input type="checkbox"/>



DOA Return Policy

1. Customers requesting a DOA Return must complete the Jenne Returns Form. This form can be completed and submitted electronically via the Jenne Web site, or the form can be obtained from a Jenne Customer Service Representative by calling 800.422.6191.
2. Customers have 30 days from the date of Jenne invoice to request a DOA return for items that are returnable to Jenne under the Manufacturer's DOA Policy.
3. Jenne will not issue an RMA number without the completion and submission of the Jenne Returns Form.
4. The submission of a Jenne Returns Form does not constitute or authorize the return of product to Jenne. An RMA Number, RMA Identification Label and RMA Packing List must be issued.
5. Please refer to the Manufacturer's DOA Policy, available on the Jenne Web site, to make sure that the item(s) for which you are requesting a return are acceptable. If an item is not returnable to Jenne, an RMA number will not be issued.
6. Configured, Jenne-staged, special order, software and software license keys are not returnable to Jenne as DOA or Non-DOA product.
7. Jenne Customer Service will issue an RMA Identification Label and RMA Return Packing List with RMA Return Guidelines for all acceptable DOA returns within two (2) to three (3) business days after transmission of the Jenne Returns Form.
8. Should the request for RMA not be granted by Jenne, notification as to the reason for rejection will be e-mailed or faxed to the customer.
9. The authorization is valid for 14 calendar days from the Returns Material Authorization (RMA) issuance to receipt the item in the Jenne logistics center.
10. If product is received without a Jenne RMA Identification Label and Packing List, or the said return is received outside the valid 14 calendar- day time limit, the item(s) will be returned to the customer with return shipping and insurance paid by the reseller.
11. Customers with credit terms that request an advance replacement for the DOA item will be invoiced for said replacement product. DOA advance replacements will be shipped freight free via ground service. Credit will be applied to your Jenne account when the DOA product is accepted, verified and approved by Jenne.
12. Customers with C.O.D. or Credit Card account status that request an advance replacement will be invoiced and charged for the replacement item. The advance replacement item will be shipped freight-free. Credit will be applied to your Jenne account when the DOA product is accepted, verified and approved by Jenne. Customers with C.O.D. status can request a refund from the Jenne credit department. For Credit Card customers, a credit will be applied to the credit card account charged for the initial invoice.
13. Product being returned to Jenne as DOA will be subject to testing. If product returned is tested and not found DOA, the product will be returned to the customer. The customer will be charged freight and insurance on the return.



Non-DOA Returns Policy

1. Non-DOA Product must be un-opened. If a manufacturer/vendor seal is located on the item, it must not be broken. The Product box must be clean and undamaged, with no usage marks of any kind. Product must be Factory Sealed in fully resalable condition. Product must be free of any external markings, stickers, etc.
2. Non-DOA Product that does not contain a manufacturer/vendor seal must contain the original packaging, both inside and outside. All Non-DOA products without a seal will be opened and inspected by a Jenne RMA Technician. Product must be complete with all manuals, cables, warranty cards, static bags, etc., just as it was originally received by the customer.
3. Non-DOA Items(s) will be returned to the customer with return shipping and insurance paid by the reseller if not in resalable condition.
4. Customers have 14 days from the date of Jenne invoice to request a Non-DOA return.
5. All Non-DOA returns will be assessed a restocking fee of 5 percent or \$50.00, whichever is greater.
6. Configured, Jenne-staged, special order, software and software license keys are not returnable to Jenne as DOA or Non-DOA product.
7. Jenne will not issue an RMA number without the completion and submission of the Jenne Returns Form.
8. The submission of a Jenne Returns Form does not constitute or authorize the return of product to Jenne. An RMA Number, RMA Identification Label and RMA Packing List must be issued.
9. Jenne Customer Service will issue an RMA Identification Label and RMA Return Packing List with RMA Return Guidelines for all acceptable Non-DOA returns within two (2) to three (3) business days after transmission of the Jenne Returns Form.
10. Should the request for RMA not be granted by Jenne, notification as to the reason for rejection will be e-mailed or faxed to the customer.
11. The authorization is valid for 14 calendar days from the Returns Material Authorization (RMA) issuance to receipt the item in the Jenne logistics center.
12. All Non-DOA Return Authorizations must be shipped to Jenne in a double shipping box
13. If product is received without a Jenne RMA Identification Label and Packing List, or the said return is received outside the valid 14 calendar- day time limit, the item(s) will be returned to the customer with return shipping and insurance paid by the customer.
14. For customers with credit terms, credit will be applied to your Jenne account, less the restocking fee, once the product is accepted, verified and approved by Jenne. Resellers with C.O.D. status can request a refund, less the restocking fee, from the Jenne credit department. For Credit Card customers, a credit, less the restocking fee, will be applied to the credit card account charged for the initial invoice.
15. Customer is responsible for freight cost when returning all DOA and Non-DOA product.
16. Item(s) will be returned to customer, freight and insurance collect, should it be found that item(s) are not in resalable condition.