

TW Specialty, LLC

Return Material Authorization (RMA) Form

This form must accompany your returned unit.
Use one form per model number.

Return this form and the unit for repair to:

TW Specialty, LLC 5010 Bayouside Drive Chauvin, LA 70344 Phone: 985-860-0353 Email: tw.specialty@yahoo.com
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RMA #

Date _____

Customer Information:

Return Shipping Address:

Company:	<input type="text"/>	Company:	<input type="text"/>
Address (City, State, Zip Code):	<input type="text"/>	Address (City, State, Zip Code):	<input type="text"/>
Contact:	<input type="text"/>	Contact:	<input type="text"/>
Phone:	<input type="text"/>	Phone:	<input type="text"/>
Fax:	<input type="text"/>	Fax:	<input type="text"/>
Email:	<input type="text"/>	Email:	<input type="text"/>

Product Purchase Date: _____

CUSTOMER P.O. # or Request form if paying by credit card (for repair work)	<input style="width: 100%;" type="text"/>
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Description of Returned Equipment, including Model Number	Serial Number	Reason for equipment return, including a detailed description of failure mode and failure conditions
<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>

Is this Product(s) under Warranty?	Yes <input type="radio"/> No <input type="radio"/>
Is the Error Log being provided?	Yes <input type="radio"/> No <input type="radio"/>

Authorized Signature:

Print Name:

I have read and accepted all terms and conditions of this agreement as set out below.

Terms and Conditions

- Tw Specialty standard warranty is 12 months from original shipping date or otherwise specified. All returns require a 20% restocking fee of products purchase.
- Shipping costs are not refundable. Typical repair time is less than 3 days from receipt of product.
- Payment Method (P.O. or Credit Card) is required at time of repair and should include not to exceed authorization amount when product is out of warranty. Estimate repair cost will be given at RMA issue. Tw Specialty will notify the customer should any single repair be over the amount of \$200 USD, 50% of product's value, or PO limited unless requested above.
- Customers are responsible for all out of warranty repair costs including shipping, taxes and any custom charges.
- UPS Ground is the standard shipping method, all shipping fees and upgraded shipping fees will be billed to the customer.