

# Return Merchandise Authorization (RMA) Form



MultiCam Southeast accepts returns subject to the terms and conditions below. **Please complete this form and email to parts@multicamsoutheast.com or fax to 770-831-1788.**

**Instructions**

- Complete this form and email to parts@multicamsoutheast.com or fax to MultiCam Southeast at 770-831-1788. Upon receipt of completed form, if this is a warranty claim MultiCam Southeast will ship a replacement part to you.
- Ship the part to be returned to MultiCam Southeast, unless MultiCam Southeast has given you other shipping instructions. Return shipping cost is your responsibility. Ship within the following deadlines:
  - 14 days if this is a warranty claim and you are shipping to MultiCam Southeast
  - 30 days if this is a warranty claim and you have been instructed to ship to one of MultiCam's vendors, for example MultiCam, Inc.
  - 30 days if this is a non-warranty return
- If this is a warranty claim, MultiCam Southeast or its vendor will evaluate the failed part and determine whether the failure is covered under warranty. The evaluation may take several weeks to complete, and during this process MultiCam may ship the part to its vendor for evaluation. If MultiCam determines that the failure is not covered under warranty, then you will be invoiced for the replacement or repaired product at the current list price.

**MSE Internal Use Only:**

RMA # \_\_\_\_\_

INQ # \_\_\_\_\_

Part # \_\_\_\_\_

Description \_\_\_\_\_

MultiCam Tech \_\_\_\_\_

Date \_\_\_\_\_

**Contact Information**

Company Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Fax: \_\_\_\_\_

**Shipping Preference** for Shipment of Replacement Parts from MultiCam Southeast (or its vendor):

Ground

Second-Day Air (no charge for warranty items)

Next-Day Air

**Form of Payment** Please select a form of payment, which you authorize MultiCam Southeast to use to cover replacement product(s) (in the event the failure is not covered under warranty) and the air shipping surcharge (if applicable).

Existing credit account with MultiCam Southeast

Credit Card

Check One:  American Express  Mastercard  Visa

Card # \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Your P.O. #: \_\_\_\_\_

**Authorization** By signing here you are agreeing to all terms and conditions set forth on this form.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Terms and Conditions**

RMA's are used any time merchandise (warranty and non-warranty) is returned to MultiCam Southeast. This form must be completed and approved by MultiCam Southeast prior to the return of any merchandise. If an RMA number is assigned, it must be clearly affixed to the exterior of the shipping container and the shipment must be made by a carrier capable of tracking the merchandise and providing proof of receipt by MultiCam Southeast. A tracking number must be supplied to MultiCam Southeast at the time of shipment of the RMA item. Items returned without an RMA or tracking number, at the sole discretion of MultiCam Southeast, may not be accepted for return and may be scrapped. The Customer is responsible for shipping costs of all returned items (warranty and non-warranty) including insurance, and is responsible for filing insurance claims for products damaged during shipment. Products must be packaged properly and in clean and reasonable condition. Products received in poor condition will be photographed and either scrapped or returned at the Customer's expense.

Non-warranty RMA part(s) must be received by MultiCam Southeast no later than 30 days from the date this form is approved by MultiCam Southeast. In a warranty situation, the Customer's RMA shipment must be received by MultiCam Southeast no later than 14 days from the date the replacement part(s) are shipped to the Customer, or, if MultiCam Southeast has instructed the Customer to ship the RMA part(s) directly to one of MultiCam Southeast's vendors including MultiCam, Inc., then the Customer's RMA shipment must be received by MultiCam's vendor no later than 30 days from the date the replacement part(s) are shipped to the Customer.

In instances where the RMA part(s) cannot be returned to MultiCam Southeast or its vendor within the above deadlines, MultiCam Southeast may elect, at its discretion, to accept the part(s) contingent on a late return fee of \$50.00 or 10% of the value of the part(s), whichever is greater. Notification of the late return fee will be forwarded to the Customer and written agreement must be received within five (5) business days or the RMA Products will not be accepted for return and will be scrapped. Issuance of credit for late returned parts will be evaluated on a case by case basis at the sole discretion of MultiCam Southeast.

At the time this form is approved, the Customer is responsible for issuing an open Purchase Order (PO) to cover evaluation fees plus other charges associated with the repair and return of the parts. Evaluation, repair and/or replacement fees will not be charged to the open PO for any RMA parts that are covered under warranty. For parts not covered under warranty, evaluation fees, if incurred, will be charged to the open PO regardless of whether the part is repaired, replaced or scrapped. Warranty coverage is generally determined by a vendor's report concerning the manufacturer's defect. Any warranty disputes will be resolved at the sole discretion of MultiCam Southeast. Items that are ordered and subsequently returned on an RMA because they were incorrectly ordered, not needed, etc. will be subject to a 10% restocking fee with a \$50.00 minimum charge. Exceptions will only be made in cases where MultiCam Southeast supplied written incorrect part information to the Customer. Any disputes with this policy will be resolved at the sole discretion of MultiCam Southeast.

With the exception of large or heavy items, warranted parts are shipped at MultiCam Southeast's expense for receipt second day by the Customer. The Customer may, however, elect to pay the difference in cost between second day and the priority method they choose. **MultiCam Southeast, at its sole discretion, reserves the right to not accept some return items for credit.** Examples of items that may not be eligible for return are custom designed and manufactured components and software (other items may apply as well). MultiCam Southeast will bear no warranty responsibility for repairs or replacements of Products by the Customer which are performed outside the normal RMA process.

**If the failed part is not returned to MultiCam Southeast within the deadlines set forth above or the failed part has evidence of damage outside of the warranty terms described above, you will be charged and agree to pay the current list price for the replacement product.**