



## Return Merchandise Authorization Form and Guidelines

Please complete the form below in its entirety.

This form may be emailed back to our office at [returns@engenuity.com](mailto:returns@engenuity.com)  
or call our office for assistance at 480-782-5600.

You will receive a response within **72 hours**, and if there are no additional questions, you will receive an email with the RMA number and return instructions.

*NOTE: All non-manufacturer defect returns are subject to a minimum 25% restocking fee for in **store credit only**.  
By submitting this form, you are acknowledging you have read and agree to Engenuity Systems, Inc. RMA  
Guidelines, terms and conditions.*

### COMPANY INFORMATION

Company Name:	Acct#:	Date:
Contact Name:	Email:	Phone:
Billing address:		Fax:
City:	State:	ZIP Code:
SHIPPING ADDRESS (if different than above)		
Company Name:		Attention:
Address:		Phone:
City:	State:	ZIP Code:

### PRODUCT #1 INFORMATION

<b>Original Order #:</b>	<b>New PO# for Repair/Replacement Part:</b>	
Reason for Product Return: <input type="checkbox"/> Repair <input type="checkbox"/> Replacement <input type="checkbox"/> In Store Credit	Part #:	
<b>Product Date Code:</b>	Serial #:	Quantity:
Condition of product: <input type="checkbox"/> Unopened <input type="checkbox"/> Dead on Arrival <input type="checkbox"/> Failed in Field		
<b><u>Detailed problem statement:</u></b>		