



## RMA REQUEST FORM - UNDER WARRANTY

Customer Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

ebizMart Account # \_\_\_\_\_

Qty	Part Number (Model Number)	Serial Number	Invoice Date	Invoice #	Problem or Description

To obtain an RMA#, complete the information above and fax to 281-966-1867 or email to [RMA@ebizmart.com](mailto:RMA@ebizmart.com)

After an RMA# is assigned, return product to: [ebizMart Partners](#)

Attn: RMA# \_\_\_\_\_  
 9503 Tarrant Ct  
 Houston, TX 77064-7444  
 Tel: 713-234-0585

**For ebizMart Partners office use only:**

<b>Date Opened (Received at ebizMart)</b>		<b>Date Closed (Product Returned to Customer)</b>	
<b>Notes:</b>		<b>Notes:</b>	
<b>RMA#</b>	<b>Authorized:</b> _____	<b>Date:</b>	



## Return Merchandise Authorizations (RMAs)

Use this convenient form to submit your RMA requests online. Before requesting an RMA you should also make sure that you are familiar with our RMA policies. If you have any questions regarding Source Code's RMA procedures, obtaining a Return Merchandise Authorization number, or have an inquiry regarding the status of an existing RMA, please contact us at [RMA@ebizmart.com](mailto:RMA@ebizmart.com).

## Customer Service Policy

- We DO NOT accept Walk-In RMA or Service requests.
- All customers MUST fill out and request an RMA before shipping or delivering the item for repair.
- Any customer without an RMA Number will be denied service. All items returned without prior approval and RMA number will be refused.
- Your account must be current in order to obtain an RMA number.
- View our complete [Warranty and RMA Policy / Procedures](#).
- Download the [ebizMart RMA Form](#) and Fax to: (281) 966-1867

## RMA Guidelines

- Each **RMA # is valid for 5 items only and is valid for 14 days.**
- An RMA # is required for all returns.
- Your account must be current in order to obtain an RMA number.
- No RMA #s will be assigned 'on-the-spot' to walk-in customers.
- No off-site repairs will be done 'on the spot' for walk-in customers.
- No repairs will be done 'on the spot' for walk-in customers.
- Items returned without prior approval and RMA # will be refused.
- Limited 30-calendar days return for credit on unopened parts, 20-calendar day return on DOA's.
- All products being returned for credit will be subject to a minimum restocking fee of **15%**. If the product was opened, a minimum restocking fee of **25%** will be assessed, along with additional charges for missing items.

## Shipping Guidelines

- On return shipments, **write the RMA # on the original shipping label**, not on the box. Products returned without the RMA # on the shipping label will be refused.
- **Items returned for credit must be in original packaging and 100 percent complete.** Do not write on manufacturers' boxes. Product(s) must be in resalable condition for you to receive credit.
- Do not send cables and manuals for replacement and repair RMA, as they will not be returned.
- Include a copy of your RMA form when returning products.
- To help prevent damage in transit, it is suggested that product and/or shippable containers be further protected with additional shipping materials.
- All repaired or replacement RMA's are returned to you by our carrier of choice.
- Shipping Charges are non refundable. Return Freight must be pre-paid.