

**GLOBAL ONE TECHNOLOGY GROUP
RMA REQUEST FORM**

Please complete this form and fax to 1-866-921-1032 or scan and e-mail to RMA@g1tech.net
We will process RMA and e-mail instructions upon receipt and review of this form.

1 - Order Information

Order #: _____

Model #: _____ Serial #: *(required)* _____

2 - Customer Information

Name: _____

Company: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

3 - RMA Information

Reason: **PART(S) BECAME DEFECTIVE WITHIN WARRANTY PERIOD**

Resolution: Request replacement part(s) per warranty terms
Describe the issue:

Cross-ship replacement?

___ YES (must provide credit card authorization - see section #4)

___ NO (replacement sent upon receipt of returned goods)

WRONG PART ORDERED / INCOMPATIBILITY ISSUE

Resolution: Request refund (within 5 days of order receipt)
Note: This is subject to a 25% restocking fee

4 - Terms and Conditions

1. If cross-ship is requested, the customer has 5 days to return defective merchandise before credit card is charged.

2. Returned goods must include copy of RMA email and should indicate RMA number on the packaging.

3. A credit card authorization is required for replacement merchandise to be cross-shipped. Please complete section #5 below.

5 - Credit Card Authorization (for cross-ship of replacement part)

Card Number: _____

Expiration Date: _____ Card Security Code: _____

Billing Address: *(if different from above)* _____
