



RETURN AUTHORIZATION REQUEST FOR DEFECTIVE PRODUCTS

Please Complete and e-mail Form to your Sales Representative or sales@hpitechnologies.com

CUSTOMER INFORMATION

Customer#:	Contact Name:
Company:	Phone# :
Street:	Fax# (required):
City: State: Zip:	

PRODUCT INFORMATION

INVOICE#	ITEM#	QTY	PRODUCT DESCRIPTION	MODEL#	SERIAL/LOT #

DETAILED REASON FOR RETURN (please describe):

Date Installed: _____ Date Failed: _____ Copy Count: _____

SPECIAL INSTRUCTIONS

- Any product returns without Return Material Authorization Number will be refused.
- If there is no physical damage, must include sample copies: 3 black "sky shot" copies, 3 white copies and 3 test pattern
- RMA# expires 15 days after date of approval.
- Merchandise must be returned freight prepaid or will not be accepted.
- Enclose a copy of this form as packing list and ship to:

RMA# _____

IMPORTANT: HPI Technologies warranty does not cover damage by operator, technician, or machine(including rotational scratches, gouges, scuff marks, or line scratches). HPI Technologies does not warrant any OEM drums, toners, developers, cartridges, or imaging units. RMA# does not imply credit will be given for the returned product(s), as all products require inspection by manufacturer.

FOR INTERNAL USE ONLY

Return Material Authorization Number (RMA#	Approved Date:
Authorized By:	Remarks: