

RMA Request Form



AMERICAN MEDIA SYSTEMS, INC.
4036 Clipper Court, Fremont, CA 94538

Customer ID :					Date:			
Company :								
Address :		City :		State:		Zip:		
Phone :		Fax :						
Contact :		E-mail :						

Origin of Purchase :								
Technical Support Spoken To:								

* Internal Use Only
RMA # : _____

Replace / Repair <input type="checkbox"/>	Credit <input type="checkbox"/>	Others : _____
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Item #	Description	Qty	Invoice #	Invoice Date
Problem (s):				
Problem (s):				
Problem (s):				
Problem (s):				
Problem (s):				

AMS Return Policy :

- Please fill out RMA form and provide copy of invoice which is for sure that your are during the warranty period. All returns must be shipped freight prepaid unless specified differently.
- American Media Systems, Inc. (AMS) requires pre-authorization for all returning products. All returned products with out proper documentation or RMA# shall be send back to you at your own expense. AMS will not be liable for any loss/damage to unauthorized returns.
- AMS will repair or replace the products that is under the manufacture's warranty in the least amount of time possible. Will ship all products free via UPS/FedEx ground or any carrier of our choice.
- AMS will not hold liable to product damage due to improper packaging. Products will be returned to you in it's original packaging that was send back to us
- We will ship at your expense via any express carrier services that you request when you request a carrier other than AMS 's carrier of choice , you will bear risk of loss and freight expenses for such shipment.
- AMS warrants its products to be free from defects for period of (1) ONE YEAR unless specified other wise. During this period AMS will repair or replace components of products, which proved to be defective. This warranty shall not apply to products that have been damaged by unreasonable use, accident, negligence, modification or service work which has been performed by anyone other than as AMS authorize technician.
- Customers can return products for credit within the(10) days from the date of the shipment. If decided not the products desired, a fifteen(15%) percent re-stocking fee may applied. PRODUCT MUST BE UNUSED OR UNOPENED AND IN ITS ORIGINAL PACKAGING.
- All RMA# issued by RMA department will carries a duration of thirty (30) days. Products returned post to this period will be returned back to you at your own expense.

RMA Authorization Office :

RMA Department
American Media Systems, Inc
4036 Clipper Court,
Fremont, CA 94538

T: (510) 353-0211
F: (510) 353-0212
Website: www.AMSelectronics.com
E-mail: rma@american-media.com

I have read, understood and agreed to comply with all of the above terms and agreements

Print Name : _____

Signature : _____

Date : _____