RMA Request Form

Polyhex Customer Info:

Company Name | E-mail Address | Address

Contact | Phone number | City | State | Zip Code

Do you need a blind drop ship? ☒Yes ☐No

Ship to address:

Company Name | E-mail Address | Address

Contact | Phone number | City | State | Zip Code

Return Purpose ❑ Repair ❑ Replace ❑Refund ❑Credit ❑Advanced Replacement

Model Number	Serial Number	Description of Problem *(Please describe in as much detail as possible)*	Device Password *(If known)*	Invoice # *(If known)*

RMA Process Notes and Things to Remember

- Please make sure to enter our company's product model in the "Model Number" field.
- This form is to request RMA from our company, but it is not an official RMA form for product return. Within 24 hours of receipt of your request, we will provide you with an official RMA form (See next page for the official RMA form template).
- Without receiving an official RMA form from us, please do not send out the returning merchandise. **Returned product that does not have the official RMA form will be returned to the customer.**
- Upon receipt of our official RMA form, please print and send out with the return merchandise package.
- In case you have not received our official RMA form after submitting this RMA request for 24 hours, please contact us at service@polyhex.net Option 3 and our technicians will assist you to complete the RMA process over the e-mail.
- If any information is unclear or incomplete, our technicians will contact you via e-mail within 24 hours of receipt of your request and assist you to finish the RMA process
- The customer is responsible for any shipping cost associated with returning the product to Polyhex, and the company will cover the costs of shipping the replacement.
- The normal shipping method for RMAs is UPS ground at no cost to the customer. If expedited shipping such as Next Day, 2nd Day, etc. is requested, it can be done at the customer's expense.

RMA Form

00001

Return to
RMA Department

Customer Billing Address
Company Name:
Contact:
Address:
City State ZIP Country

Shipping Address
Company Name:
Contact:
Address:
City State ZIP Country

RMA #	Issue Date	RMA Expire Date	Status	Return Type	RMA Created By

Model Number	Description	Qty to Return
Same as RMA Request Form Polyhex Model Number	Discription of reason for return from RMA Request form Sales Order # S/N: Warranty Type: Years Warranty Warranty Expire Date:	
Same as RMA Request Form Polyhex Model Number	Discription of reason for return from RMA Request form Sales Order # S/N: Warranty Type: Years Warranty Warranty Expire Date:	

Attached to this email is the RMA form to be included with your returned product(s). Please print out the RMA form and place it on the outside of the shipping carton. Failure to include the RMA form can result in a delay when processing the return. The original product must be placed in a separate shipping carton. Do not mark or damage the original packaging and try to return as much of the accessories and paperwork as possible with the product. If the RMA is for a 30 Day Return, any missing parts or damaged packaging may result in a restocking fee to be subtracted from the account credit or refund.

Returned products must be sent within 15 days after the RMA creation date, or the RMA will no longer be valid.

Advanced replacement is authorized by user agreement to **Polyhex Inc**. terms. If returned product is not defective or repairable, the product will be returned to the customer at 60% of the price. Advanced replacements are evaluated and issued on a per case basis. Abuse (multiple returned working products) may result in the revoking of the right to advanced replacement. Returned products must be sent within 10 business days after the advanced replacement is processed, or payment account may be temporarily charged for replacement product.