



RETURN MERCHANDISE TO:
Genstor Systems, Inc.
 Attn: RMA Department
 780 Montague Expressway #
 604
 San Jose, CA 95131
 P: 408-383-0120 Fax: 408-383-
 0121

RMA Request Form

RMA Number: (If Known)	Issued Date:
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FIELDS BELOW MUST BE COMPLETED BY CUSTOMER

System Component

Customer Information:

Company Name: _____
 Contact Name: _____
 Address (Will be used to ship system/component back to you) _____
 Street : _____
 City: _____ State: _____ Zip _____
 Phone: _____ Cell Phone: _____
 E-Mail: _____ Fax: _____

Requesting For: (check one)

- Repair for System/Component
- Cross-shipment
- Credit **must return merchandise in complete package. or we will charge you 15%-30% restocking fee**

Product Details:

System Serial number (Required): _____
 Product Serial number: _____
 Invoice number: _____
 Order number: _____

Shipping Options:

Genstor Systems Inc. will only pay for one-way shipment to customer (UPS or FedEx Ground). For faster shipping method, you must pay the difference.

Detailed Problem Description/Reason for Return:

Requirements:

1. This form **must** be included with your shipment.
2. Our receiving department will **reject any merchandise without an RMA number** clearly marked outside of the package.
3. **Product must be packaged properly to avoid shipping damages.**

For Genstor Use Only:

RMA Number allocated:
 Problem Resolution Details: