



JCM Sales, Inc
1009 Shary Circle, Suite E
 Concord, CA 94518
 (925) 687-7900
 (925) 687-7222

RMA REQUEST FORM

NOTE: This is an active form. You can fill everything out on this form by pressing the "tab" key to move between fields. When finished, please print this form out, sign the bottom, and fax it to (925) 687-7222

<i>(Office use only)</i>	Date Issued:
RMA Number	
Sales Rep.	
Authorized by	

Company: _____ Contact: _____ Phone: _____ Fax: _____

Address: _____ City: _____ State: _____ Zip: _____

Item #	Description	Qty.	Invoice #	Reason for Return

Please read carefully and fax back to 925-687-7222

- o Please allow up to 48 hours for an RMA number Reply.
- o RMA number expires 30 days from date of issuance.
- o Incorrect and/or incomplete forms will not be processed.
- o Non-JCM product will be discarded and no credit or replacement will be issued.
- o Returned product not specified on the original RMA request will not be credited and will not be returned to sender.
- o Returned product that is marked defective will be reviewed by the Quality Department. If found to be non-defective, a 35% restock fee will be assessed.
- o JCM will not accept any returned product that has price labeling, or tagging on it.
- o **Please write the RMA # on each box near the shipping label. Boxes without the RMA # will be refused.**

Following are the terms and policies of JCM Sales, Inc. Any product returned to JCM that is defective will be replaced like for like, not credited. Any product sent back that is non-defective or physically damaged will not be replaced or credited. A 25% restocking fee will be added to non-defective returns or orders refused by undersigned. Any products sent in error by JCM must be sent back within 5 days and must be called in before shipping back or no replacement or credit will be given. No credits will be given for shipping errors until the wrong product shipped is returned to JCM. No product over 30 days after invoice date that is non-defective is returnable. Any disputes or claims over any price and or product must be done in writing within 72 hours of signing for the product. No claims will be accepted after the 72 hours.

Customer Signature: _____ **Date:** _____