

**RMA Form**

Tel: 626-350-0555 Fax: 626-350-0050 RMA

Order Information	
RMA Number	
Original Order No	
Date of Purchase	
<i>Your RMA number is valid for 30 days. Please obtain an RMA number with our customer service before you send any items back to us. All information must be completed for prompt processing without any delay</i>	

Customer Information	
I am	<input type="checkbox"/> End User <input type="checkbox"/> Retailer <input type="checkbox"/> Distributor (tick one)
Name	
Address	
Phone Number	

RMA Information	
Reason for RMA (tick one)	<input type="checkbox"/> Change mind <input type="checkbox"/> Defective <input type="checkbox"/> Exchange <input type="checkbox"/> Refund <input type="checkbox"/> Others:
Is the unit under warranty? (If tick NO, there is a charge towards post warranty merchandize)	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Limited warranty is one year only from 1st day of purchase. Cables are not covered by warranty unless otherwise notified</i>	

Product Details		
Model Number	Fault Description	Note

**Terms and Conditions**  
 Merchandise returned outside 7 days of DOA period cannot be credit, we will repair or replace your stock only. All requests for credit require an original invoice/ packaging list. Returning merchandise must be in new condition; ie. never installed, undamaged with original complete packaging and accessories with an RMA number. All merchadise that is under warranty will be repaired or replaced at no charge. I am responsible all return shipping charges. Shoppingcctv does not take responsibility for any lost or stolen packages.

Agreement	
<input type="checkbox"/> I acknowledge that I have read and understand the conditions on this form and wish submit a RMA request.	
Customer Signature _____	Date: ____ / ____ / ____

**Warning: Please attach 3 copies of your RMA form on 3 sides of the package box when you ship the package back (ie, front, back, top). RMA package returned without 3 copies of RMA forms will be rejected.**