

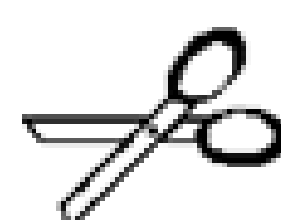


Date: _____ RMA No.: _____ Completed By: _____
 Company/Plant: _____ Contact: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Phone: _____ Fax: _____ Email Address: _____

Qty.	Part No.	Part Description	Serial No.	P.O. No.	Reason for Return

Before returning parts to EFC Systems Inc. you must obtain an RMA number. Complete form. Place form in returning package. Affix shipping label to outside of package.

- . Complete the RMA Request Form with correct information for **each** item being returned.
- . No RMA service/credit will be issued without an EFC Systems Inc. issued RMA number
- . An RMA number will be issued within 2 business days.
- . No RMA services/credit will be issued if all returned items are not placed in a securely protected shipping container.
- . All items received physically damaged, altered or abused will be refused, warranty voided and items returned at customers' expense.
- . Ship the assigned RMA items only.
- . Warranty period starts from date of received items. All warranty claims must be received before the expiration date of the warranty.
- . Return for credit items must be new and in original packaging.
- . If an item is repairable and customer chooses not to repair it, a \$75 fee will be applied. If a customer chooses not to repair an item that was sent out-of-house,
- . a \$150 fee will be applied. If an item is not repairable, a \$75 fee along with the cost of return shipping will be applied.
- . All returned items are subject to a 25% restocking fee.
- . RMA evaluation time is 30 days from date of received items. Please do not call if your RMA is less than 30 days old.
- . RMA hours are Monday thru Friday, 8:00AM to 5:00PM EST.
- . EFC RMA forms with disposition available upon request.
- . Quote will be valid for 180 days, an order not received after this date, quoted component shall become EFC property.



Cut out label and affix to outside of package

From _____

RMA # _____

**EFC Systems, Inc.
 1851 Clark Road
 Havre de Grace, MD 21078**