

Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below.

Return the completed form to sales@frendixusa.com. You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to Frendix USA, LLC will be provided once the RMA is issued.

Complete RMA details are described on Page 2 of this form.

Customer Name:	
Contact:	
Phone:	Fax:
Email:	
Frendix USA Invoice No:	

Return Pickup Address

Please provide specific pickup instructions for this return. If you do not provide any specific pickup instructions (such as the unit is not movable by hand), we will pick up the unit according to our discretion, and deduct any additional pickup/shipping charges from your return refund.

Customer Name:	
Street Address:	
City, State, Postal Code:	
Country:	
Other Shipping Carrier:	
<small>(only if approved in writing by Frendix USA in advance)</small>	
Special Pickup Instructions:	

Product Information

<input type="checkbox"/> Warranty	<input type="checkbox"/> Non-warranty	<input type="checkbox"/> Unknown
Model Number:		
Serial Number:	Date of Purchase:	
Reason for Return or Description of Problem:		

Product Returns for “Warranty” Determination

Frendix USA, LLC will test the product according to the description of the problem listed on Page 1 of the RMA request form. After Frendix USA’s evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on Page 1 of the of the RMA request form and the unit is still under warranty, the product will be repaired at no charge and shipped back to the customer at Frendix USA’s cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, as determined by Frendix USA, we will contact the customer. If the product has no identifiable problem, we reserve the right to charge for testing and return delivery. Warranty repairs do not extend the original warranty period.

No Warranty Credits or Exchanges for:

- Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring related to product re-charging.
- Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
- Any item damaged in shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Any consumable or standard wear items, such as fuses, rollers or casters.
- Returned items with a different serial number from what was authorized for return.
- Returned items that were special ordered or custom configured.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

For any product returned to Frendix USA, LLC for reasons other than warranty, a 20% restocking fee and round-trip shipping costs will be deducted from the credit refund. All returned items must be on their original pallet or in their original crating and must include all packing material, manuals, and accessories. If the original packing materials are not available, the item must be packed as specified by Frendix USA.

Please take care to package your return carefully. Frendix USA, LLC is not responsible for damage or a lost product(s) caused by return shipping. Any damage or subsequent failure of the product related to inappropriate packaging will result in additional charges for the repair of the product.

If the customer desires an expedited method of return, the costs related thereto will be the responsibility of purchaser.

Product Returns for “Non-Warranty” Determination

After Frendix USA LLC’s evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.

Customer must (i) issue a written confirmation to proceed with any required repair(s), agree to cover the costs of the repair and return freight, or (ii) authorize the product to be shipped back as is, at the customer’s expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being held by Frendix USA or returned as is, at Frendix USA’s judgement but at the customer’s expense. Repair work is warranted for ninety (90) days from date of shipment.

Please take care to package your return carefully. Frendix USA, LLC is not responsible for damage or a lost product(s) caused by return shipping. Any damage or subsequent failure of the product related to inappropriate packaging will result in additional charges for the repair of the product.

Signature: _____

By signing the RMA form, I agree to the terms and conditions set forth on this form.