

# RMA REQUEST FORM

**(We accept UPS & FedEx shipments only. Do not ship via US Postal Service.)**

**RMA #:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**Shipping Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Order #	QTY	Product	Date of purchase	Reason for Return

## 1. REFUND POLICY

**Q: How long do I have to return an item?**

A: All returns must receive a Return Material Authorization (RMA) number and the return shipment must be made within 30 days of Purchase.

**Q: How do I get a Return Material Authorization (RMA) number?**

A: Call (800) 886-5607 ext. 3, to get your RMA number. We are open Monday through Friday from 9 a.m. – 4:00 p.m. EST. You'll need your order number, full name, address, phone number, email address, and the reason for the return.

**Q: What items are returnable for refunds?**

A: **New or Unused Items.** Pre-approved returns must be in their original condition - with all original components. Returned parts cannot be disassembled, painted, mounted or damaged due to incorrect or attempted installation. All items must be repackaged in their original, undamaged packaging. Installed, plugged in, or unsealed electrical parts or components are not refundable.

**Q: Is there a restocking fee?**

A: Returned parts are subject to a 15% restocking.

**Q: How do I package my return?**

A: All items must be repackaged in their original, undamaged packaging. Parts must be in their original condition – with all original components. The part cannot be disassembled, painted, mounted or damaged due to incorrect or attempted installation. You must include your RMA Form with Authorization Number.

**Q: Who is financially responsible for return shipping charges?**

A: You are responsible for all return shipping charges.

**Q: When will I receive my refund?**

A: You should receive your credit within 15 days of the date we receive the return at our warehouse. Credit will be applied to the same credit card or account used for the purchase.

## 2. INCLUDE THIS RMA REQUEST FORM IN THE RETURN PACKAGE

## 3. RETURN ADDRESS

Return Department, Detroit Huafone Technology, 1393 Wheaton Drive, Suite 700, Troy, MI 48083, USA

(800) 886-5607, [return@huafone.com](mailto:return@huafone.com)

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_