

Return Merchandise Authorization (RMA) Detail List

Customer Name:	RMA No.:						
Date:	Invoice No.:						
<p>Important RMA Instructions</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="padding: 5px;">RMA Options</th> </tr> </thead> <tbody> <tr> <td style="width: 20%; padding: 5px; vertical-align: top;">RMA Refund:</td> <td style="padding: 5px;"> <p>RMAs for refund are subject to a 15% restocking fee.</p> <p>RMA Refund means you are requesting a refund of the purchase price If your product is defective, you should request RMA Repair. If you are unable to select Refund as your RMA type then you are not eligible for refund or are beyond the applicable refund period.</p> </td> </tr> <tr> <td style="padding: 5px; vertical-align: top;">RMA Repair:</td> <td style="padding: 5px;"> <p>RMA Repair means you would like to send the item back for replacement (Products which are older than 90-days may be replaced with repaired merchandise).</p> </td> </tr> </tbody> </table> <p>Notification</p> <ol style="list-style-type: none"> 1. You may only select one RMA type (repair or refund) per RMA number. Therefore if you have one product you want to return for repair and one you want to return for refund from the same order, it will be necessary to request two SEPERATE RMA numbers. 2. All returned products must have a RMA number or your return will not be processed. FINGERTECH will NOT accept any goods returned different from the items confirmed and approved by this RMA request. 3. In order for FINGERTECH to effectively process your RMA request it is essential to include everything the product(s) originally shipped with. This may include but is not limited to: user manuals, software, cables and the original retail packaging. FINGERTECH will NOT accept any goods returned without a completed Details List, relevant documents, or sub-standard products packing. 4. Please describe the product problem/defective of each item as below list. Please be certain to denote the appropriate quantity and supply us with a brief explanation of why you want to return the product and/or what essentially was wrong with it. 5. You must clearly write your RMA number on the outside of the shipping box. If you send multiple RMAs in one box you must write each RMA number on the outside of the package. Please also be certain to carefully mark and separate the items in the box so our Returns Department can accurately process your RMAs. 		RMA Options		RMA Refund:	<p>RMAs for refund are subject to a 15% restocking fee.</p> <p>RMA Refund means you are requesting a refund of the purchase price If your product is defective, you should request RMA Repair. If you are unable to select Refund as your RMA type then you are not eligible for refund or are beyond the applicable refund period.</p>	RMA Repair:	<p>RMA Repair means you would like to send the item back for replacement (Products which are older than 90-days may be replaced with repaired merchandise).</p>
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Item	Model No.	Model Name	Quantity	Problem Description	Remark
Other customer test report/defective description					