

RMA#

DATE: _____

THIS FORM NEEDS TO BE SUBMITTED BEFORE THE ITEM IS RETURNED
E-MAIL TO ORDERS@MICROPLEX-USA.COM

Partner Company Name: _____
Partner Contact Name: _____ Partner Contact Phone #: _____
Address: _____ City: _____ State: _____ Zip: _____

(if applicable)

End User Company Name: _____ Contact Name: _____
Address: _____ City: _____ State: _____ Zip: _____
Phone # _____ Fax # _____

Purchase Date	
PO # or Invoice # of item purchased	
Part Number	
Item Description	
Serial number of item (if applicable)	
Reason for Return:	

▲ Returns

If a customer wishes to send an item back to MICROPLEX, authorization and **an RMA # must be obtained through MICROPLEX before an item can be returned.** Once an RMA # is obtained, the customer is responsible for the freight costs to send the item to MICROPLEX. MICROPLEX reserves the right to charge a restocking fee on any item returned in good, working condition. If you have any questions about fees, please contact your sales representative or our Accounting Department.

Items being returned for any reason must be packaged properly. Failure to properly package items could render the item unusable. We cannot offer credit on items that are received damaged. All items must be double boxed with plenty of surrounding packaging. If an item comes back with damaged packaging or damaged parts, the purchase cost of those items will be deducted from your credit. If you have questions about packaging, please ask a MICROPLEX representative.

Please ship the item to our main warehouse:

Microplex Printware Corporation
30300 Solon Industrial Pkwy Suite E
Solon, OH 44139
Attn: RMA#

Once we receive the item back here, we will evaluate it. When it's fully examined and tested, we will issue a credit minus any applicable fees (restocking, packaging, etc.) to your account with Microplex. This credit can be used towards payment of any invoice on your account after it is issued.

If you have any questions or concerns, please contact your Microplex Sales Representative or Ordering Department and we can help you further.