

# Return Merchandise Authorization Request Form

RMA# \_\_\_\_\_

**\*\*All Items must be complete for processing\*\***

## Customer Information

Company name:	Contact person:
Shipping address:	Serial number: ** Required if return item is a machine unit**
E-mail:	Phone:
Product(s) to return:	Original invoice number: SO -

## Reason for Return

Please select only one.

Return for refund [Machines]. Per Steamerics return policy, restocking fee of 15% and return shipping cost will be deducted from return credit. Used guns and hoses *cannot* be returned for refund. **No return after 10 days of delivery date.**

Return for exchange [Machines]. If exchange is for reasons other than factory defect or damage during transit, customer is responsible for delivery costs. Used machines cannot be returned for even exchange. Used guns and hoses *cannot* be returned for refund or credit. **No return after 10 days of delivery date.**

Return for refund/exchange [Parts, Accessories]. Per Steamerics return policy, return shipping cost will be deducted from return credit. **No return on used items. No return after 10 days of purchase.**

Part / Accessory Return for exchange due to factory defect [Parts, Accessories]. By returning product, customer gives Steamerics permission to investigate the product. Steamerics technical department is the sole authority to determine the cause of failure. Should malfunction be deemed not to be factory defect, customer has **14 days** to respond to our notification for disposition. Steamerics warranty rules and terms apply.

Return for repair. All shipping is to be paid by customer. By returning product, customer gives Steamerics permission to investigate the product. Steamerics technical department is the sole authority to determine cause of failure. Unless identified as a factory defect, Customer will be responsible for all repair charges necessary to repair item(s). Customer has **14 days** to respond to Steamerics disposition and/or repair options given to customer, or merchandise shall be discarded at Steamerics discretion. For further information, please refer to Steamerics return policy on our web page at <http://www.steamerics.com/shipping.php>

## Applicable Terms on All Returns

(1) Once RMA Form is received, Steamerics will give return shipping instructions and issue an RMA number within 3 business days.

(2) **The RMA number expires 14 days after being issued.** You must return the item(s) within this time frame.

(3) All products must be *received* at the Steamerics Facility (address below) prior to the expiration date, transportation pre-paid, in strict compliance of our Return and Warranty policy for evaluation and determination of responsibility. Please see our Return Policy Conditions on our web page <http://www.steamerics.com/shipping.php>

(4) The return shipment must include the product and a copy of the invoice, and the RMA number clearly labeled on the box to prevent refusal at our receiving facility.

(5) If returning for refund, please be sure to include *all* accessories in its original condition/packing. **\*\*Refund will be issued within 30 days of date received, or 2 billing cycles, according to your financial institution.\*\***

(6) Product(s) must be securely packaged for return. Steamerics is not responsible for damages / loss during transit.

(7) Returned packages not in compliance with the above terms shall be discarded at Steamerics discretion.

**Once you have fully read, understood and agree with our Return Policy terms and conditions, please sign below and submit via fax or email:**

Customer Signature: \_\_\_\_\_ Date: [Click here to enter a date.](#)

# \*\*[OPTIONAL] Expedited Processing Request Form\*\*

## For warranty claim returns only

Use this form to expedite the RMA process. Upon receiving this form, Steamerics will ship replacement item(s) on a warranty claim before the original item(s) are received without any delay. Use of this form is optional. You may return the original parts on claim first for regular processing.

**Credit and Debit Card Hold Rules:**

- Your card will be held for the amount specified, but will NOT be charged if original parts have been received by Steamerics within 14 days from the RMA number issue date.
- If the original part(s) have not been received by Steamerics within the deadline, your card will be charged.
- If the returned original parts' damage or malfunction is due to reasons other than factory defect(s), your card will be charged.
- All warranty claims will be reviewed based on Steamerics warranty, return and RMA policy.
- If card fails to be preauthorized, this request will not be honored.

I, Click here to enter text., hereby authorize Steamerics to run a preauthorization on my card for the amount of \$           .

**Credit Card Information:**

Credit Card Type:  MasterCard  Visa  Discover

(Please check one)

Credit Card Number: \_\_\_\_\_

Expiration Date:            /           

(month) / (year)

Security Code: \_\_\_\_\_

(DISC MC/VISA 3 Digit on Back of Card)

**Credit Card Billing Address:**

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State or Province: \_\_\_\_\_

Zip or Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_  
(exactly as it appears on the card)

I have read and understand the card hold rules above.

**X** \_\_\_\_\_ Today's Date: Click here to enter a date.  
(signature of cardholder)

**\*Please fax this form to 1 (866) 275-3582 or email to [TECH@steamerics.com](mailto:TECH@steamerics.com)**

-----Office Use Only-----

RMA rcv'd	RMA # issue date	RMA authorized by	Parts cost subtotal(\$)	Freight cost(\$)
Pre transaction #	Preauthorization date	Preauthorized by	Parts received	Total amount (\$)
RMA expiry	SO #	Charged date	Charged amount(\$)	Transaction #

Manufacturer warranty send-back

In-house warranty