



Return Material Authorization Request Form

Company:		
Company Contact Name:		Ph#
Address:		
City:	State:	Zip:
Agency:		
Agency Contact:		Date:

Return Reason Codes	
#1 Shipping Error	#5 Order Error - Agent
#2 Duplicate Order	#6 Order Error - Customer
#3 Defective	
#4 Order Error - Distributor	Other (Specify in Comments)

Qty:	Item/Catalog #	Original Invoice #	Invoice Date	Unit Price	Replacement PO #	Return Reason Code

Comments:

Form Submittal Instructions

E-mail this form to RMA@iotaengineering.com, or **fax** the completed form to (520) 741-2837 ATT: Don Bull
 Before submitting the completed form, please read the RMA policies provided on page 2.

IOTA Engineering RMA Policies

Return Policy

It is IOTA Engineering's policy to accept material for return only when that material is accompanied by a valid Return Material Authorization Request Form (RMA). No material may be returned to IOTA Engineering by a customer without prior written authorization in the form of a RMA which has been issued by IOTA Engineering expressly for the material to be returned. This RMA will be issued at the sole discretion of IOTA Engineering. Except with respect to defective items, returned material must be in its original sealed cartons. Material shipped without an authorizing RMA number will not be received by IOTA Engineering. All requests must be made within 12 months of original shipments.

Stock Product

IOTA Engineering Agents must complete the RMA Request Form and send it to IOTA Engineering prior to shipment of any material. Distributors may also request an RMA by sending the completed RMA request form directly to IOTA Engineering. IOTA Engineering will issue the RMA number and supporting documents. All material is to be returned freight prepaid to IOTA Engineering. A 30% restocking fee will be applied. An invoice number or purchase order number **must** be provided to verify the amount paid for any product before credit can be issued. Discontinued product will not be accepted for return.

Defective Stock

Prior to returning defective material, the RMA Request Form must be submitted to and approved by IOTA Engineering. IOTA Engineering will issue specific instructions as to the disposition or return of defective material. Material returned as defective but found to be in good working order will receive no credit and will be scrapped unless other arrangements have been made, in writing, by the customer with IOTA Engineering prior to the return of product. The customer may contact IOTA Engineering Technical Support for troubleshooting assistance by calling 1-800-866-4682.

Agent Stock Order Errors

Stock returns requested as a result of an agent error are allowed. The cost of freight to and from the customer will be charged to the agent. Prior to returning the material the RMA Request Form must be submitted to and approved by IOTA Engineering.

Stock Order Errors

Stock returns requested as a result of an error on the part of IOTA Engineering will be returned at no cost to the customer. Prior to returning the material, the RMA Request Form must be submitted to and approved by IOTA Engineering.

Made-To-Order (MTO) Project Material

Non-stocking special products, custom-made products or outdated or modified versions of catalogued factory stocking items are normally not eligible for return to IOTA Engineering. Exceptions include defective material and IOTA Engineering errors explained below. Customer or IOTA Engineering Agency errors are not valid reasons for MTO material returns.

Defective MTO Material

Any request for the return of defective MTO material must be directed to the Customer Service Tech Support Group who will troubleshoot and determine whether to grant a return authorization. Prior to returning the material, the RMA Request Form must be submitted to and approved by IOTA Engineering. Material returned as defective but found to be in good working order will receive no credit and will be scrapped unless other arrangements have been made, in writing, by the customer with IOTA Engineering prior to the return of product.

IOTA Engineering MTO Order Errors

When incorrect product is shipped as a result of an error on the part of IOTA Engineering, the IOTA Engineering agent must complete the RMA Request Form and submit it to IOTA Engineering within 90 days of the original shipment date. IOTA Engineering will issue an RMA number and specific instructions as to the disposition or return of the material.

