

# RMA FORM COMPLETION INSTRUCTIONS:

## METHOD 1:

- Save the PDF to your desktop by right-clicking on the link and selecting **Save Link As** or **Save Target As**. You will not be able to save or submit the form if opened in a web browser. The **Submit Form** button has been tested to function properly in Adobe Acrobat, although other PDF viewer programs may work. **You can download Adobe Acrobat Reader for free.**
- Open the PDF and complete all required fields electronically.
- Click the **Submit Form** button in the lower right-hand corner.
- You will be asked if you want to use your default mail program or web mail (Gmail etc.) to send the form.

## METHOD 2:

- If the **Submit Form** button in Method 1 doesn't function properly, use the following steps:
- Repeat Method 1 but stop before hitting the **Submit Form** button.
- Click **File, Save As** and then save the completed PDF to your desktop.
- Open your email program and compose an email to **frank@importel.com** with the PDF attached.

## METHOD 3:

- Print the form.
- Complete all required fields by hand (please print legibly).
- Scan it back into your computer and compose an email to **frank@importel.com** with the PDF attached.

**PHOTOS OF COMPLETED FORMS WILL NOT BE ACCEPTED.**



# RETURN AUTHORIZATION REQUEST FORM

Importel Ltd. 1655 Flint Rd., Toronto, ON. M3J 2W8. Toll Free: 1.800.363.3413  
 Phone: 416.665.3413 Fax: 416.665.6735 Web: importel.com Email: frank@importel.com

Customer Name:		Date Requested:	
Customer Number:		Cust. Reference:	
Address:			
Phone #:		Fax #:	
Customer Email:			

FOR OFFICE USE	
RA NUMBER:	
Date Returned:	
Processed By:	
Invoice #	

Model #	Qty.	Date of Purchase/Invoice #	Credit or Replace	Description of Problem - Reason for Return	FOR OFFICE USE		
					CREDIT	REPLACE	WH

- NOTES:**
- Credit or replacement will be determined by the following factors: If the replacement unit has been shipped and invoiced we will issue a credit. If the unit being returned is new, un-used and not a special order piece, we will issue a credit (re-stocking charges may apply.) If the unit is being returned for warranty it will be repaired or replaced by Importel in accordance with the manufacturers warranty. All components and connectors are required for replacement!
  - Shipping Guidelines:** (Shipments without an RA number will be refused!)
    - All sections of the Return Authorization Request Form must be completed in full and emailed to frank@importel.com or faxed to 416-665-6735 in order to receive an RA number. **Do not ship without an RA number!**
    - The RA number must be written clearly on the outside of the box, and a copy of this form enclosed in the shipment.
    - The customer is responsible for all shipping costs and insuring the product is returned to the address provided above.
  - RA numbers are valid for 30 days from the date issued. After 30 days shipments will be refused and returned at the dealers expense.
  - ALL FREIGHT CHARGES ON RETURNS ARE TO BE COVERED BY THE CUSTOMER.**

**SUBMIT FORM**