

RMA #

(Internal Use Only)



Alcorn McBride Inc.

3300 S. Hiawasse Road, Ste. 105
Orlando, FL , 32835
(407)296-5800
Fax 407-296-5801

RMA Request Form

Please fill out the information below and send the form back to support@alcorn.com or to the Fax# (407)296-5801. Once we receive the information we will generate and send you the official RMA that will include instructions on where to send the items. If you have any questions, please do not hesitate to contact us at (407)296-5800 Thank you!

Contact Information

Company Name			Date	
Requester Name				
	<i>Last</i>	<i>First</i>	<i>M.I.</i>	
Phone Number		Email Address		
Company Address				
	<i>Address</i>	<i>City</i>		
	<i>State</i>	<i>Zip Code</i>	<i>Country</i>	

Product Information

Product	Serial Number	Original Purchase Date
Problem Description		
Product	Serial Number	Original Purchase Date
Problem Description		
Product	Serial Number	Original Purchase Date
Problem Description		
Product	Serial Number	Original Purchase Date
Problem Description		
<input checked="" type="checkbox"/> Warranty Claim	<input checked="" type="checkbox"/> Non-Warranty Claim	<input checked="" type="checkbox"/> Repair
Additional Notes		

*Warranty claims subject to purchase date and warranty terms.

Repair/Replacement Shipping Information

Please use this section to indicate where would you like us to ship the items back to

you. Shipping Method¹ :

<input type="checkbox"/> UPS Ground	<input type="checkbox"/> UPS 3 Day	<input type="checkbox"/> UPS Second Day	<input type="checkbox"/> UPS Overnight
<input type="checkbox"/> Freight Forwarder (Required for International Orders) ²			<input type="checkbox"/> Other

Carrier

Account #

Cross-Ship Advanced Replacement? ³ (<u>Warranty Claims Only</u>)

Attention: _____

Phone Number: _____

Shipping Address: _____

Address

City

State

Zip Code

Country

Special Instructions:

Customer Signature

Requester Name _____

Requester Signature

Date

¹ If shipping other than UPS Ground, customer is required to pay for shipping. Please fill out the Credit Card Authorization form or provide a Shipping company account number.

² For international orders we can ship the equipment to any freight forwarder or address of your choice here in the United States. From that point on is the customer's responsibility coordinate with the freight forwarder the delivery of the gear to its final destination as well as cover any shipping, duties or taxes.

³ If Cross-Ship Advanced Replacement is selected, customer must provide a credit card as collateral. If defective equipment is not received within 30 days of the Replacement ship date, the Credit card will be charged for the current full list price of the item.



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Advanced Replacement/ Expedite Shipping Credit Card Authorization

Please fill out this for if any of the following options are required:

- A) If shipping other than UPS Ground, customer is required to pay for shipping. Please fill out the Credit Card Authorization form or provide a Shipping company account number.
- B) Advanced Replacement: To minimize down time, Alcorn McBride offers an Advanced Replacement RMA (Return Merchandise Authorization) process where we will ship your replacement product prior to receiving your defective product. A credit card hold equivalent to the list cost of your unit is required. To avoid being charged, we need to receive your unit back within 30 business days from the date your Express RMA is shipped. You may also be charged if the item received is not covered under the warranty, or is a different item from what was approved.

Today's Date _____

Type of credit card

<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa	<input type="checkbox"/> American Express
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Card Number

Name on Card

Expiration Date

Security CV Code

Card Billing Address

Address

City

State

Zip Code

Country

I authorize Alcorn McBride Inc. to charge the above credit card for the full current list price of the items not returned within 30 days. I also authorized Alcorn McBride Inc. to charge the above credit card for the cost of shipping if the shipping method is not UPS Ground.

Customer Signature

Customer Name:

Signature

Date