

Return Material Authorization (RMA) Form

	RMA Number*	
	Date Issued*:	
	Issued by:	

RMA Instructions: <i>Products purchased through VENTS-US or our distributors may be returned to VENTS-US by following these steps:</i> 1. Contact VENTS-US at 888-640-0925 or sales@vents-us.com to obtain an RMA number. 2. Completely fill out this form, and place the form in the box with the item(s) being returned. 3. Clearly mark the outside of the box with the RMA number. 4. Ship the item(s) to: VENTS-US 400 Murray Rd Cincinnati, OH 45217 Please refer to VENTS-US' RMA Policy for complete details regarding product returns.	Company Name*			
	Address*			
	City*			
	State*		Zip/Postal Code *	
	Country*			
	Phone Number *			
	Email *			
	Date Of Manufacturing* (Located to the left of the white label)			
Purchase Order/ Invoice *				

Required (*)

Returned Item(s)			Request Replacement (Y/N)
Description	Quantity	Reason for Return	

Additional Comments:

Disposition (To be completed by VENTS-US)			
	Returned to customer, no problem found		Non-Warranty replacement
	Warranty repair, repaired and returned to customer		Not repairable, informed customer
	Non-Warranty repair, repaired and returned to customer		Other:
	Warranty Replacement		

VENTS-US

RMA (Return Material Authorization) Policy

All returns require an RMA number. Contact VENTS-US via telephone at 888-640-0925 or email at sales@vents-us.com to obtain an RMA number. Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, a VENTS-US representative will send you an RMA form. Completely fill out the RMA form, and place the form in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Products will not be accepted by VENTS-US for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

Stock Returns

Stock returns must be made within thirty (30) days of the invoice date. Authorization of stock returns is at the sole discretion of VENTS-US. If a stock part is authorized for return and is a customer error, 15% of the purchase price will be applied as a standard restocking charge. Parts must be new, unused, and contain all the original packaging, instruction manuals and accessories. There is no restocking charge due to errors by VENTS-US if correct order information was furnished with the order.

Custom Order Returns

The return of all custom order parts is subject to acceptance by VENTS-US. If a custom order part is authorized for return and is a customer error, 50% of the purchase price will be applied as a standard restocking charge.

Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with VENTS-US' standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

Non-Warranty Returns

If the customer wishes to return a product that are not covered by warranty, VENTS-US may exchange the product on a discounted cost. The customer is responsible for all transportation, insurance, duties and other similar charges for all returned product.

Credit/Refund Policy

1. VENTS-US will credit authorized returns made within 45 days of the invoice date.
2. All products must be returned in re-sellable condition and in its original packaging. Incomplete returns for credit may be subjected to a 20% restocking fee upon the discretion of VENTS-US.
3. Any requests for return made after 45 days may be approved by the discretion of VENTS-US' RMA department and may be subjected to a 20% restocking fee.

Transportation Charges

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product, and the customer must ensure that the product is appropriately packaged. Products shipped to VENTS-US freight collect will be refused. Shipping damages resulting from improper packaging will be the customer's responsibility. VENTS-US will return the exchanged product ground freight prepaid for in-warranty items. For any other shipment method, customer must pay the difference in freight. Products will not be accepted by VENTS-US for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

By choosing to request an RMA number from VENTS-US, it is implied that the customer has agreed to the terms of the VENTS-US RMA Policy.