



R.M.A. Checklist

R.M.A. #: \_\_\_\_\_

SUNNEX INC.	PHONE: 800-445-7869
	FAX: 888-668-1920

Date: \_\_\_\_\_

Contact Name: \_\_\_\_\_ P.O. #: \_\_\_\_\_

Company: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Model Number: \_\_\_\_\_ Serial Number /Date Code: \_\_\_\_\_

WO#: \_\_\_\_\_ Invoice #: \_\_\_\_\_

Quantity: \_\_\_\_\_ under Warranty?  Yes  No (More than 3 years from Purchase)

Purchased from:  Sunnex or  Other \_\_\_\_\_

Reason for Return: \_\_\_\_\_

- If RMA is requested within 30 days of purchase, a refund will be issued equaling original purchase price, minus 25% restocking fee. (Product must be returned within 30 days from RMA issue date at customer's expense.)
- If product was entered incorrectly by Sunnex, Full refund within 60 days (product must be returned within 30 days from RMA issue date (with Sunnex handling freight expense).
- Defective Product

Non-Warranty Products:  Outside 3 Year Warranty Period  Voided Warranty

Details: \_\_\_\_\_

- There will be a \$25.00 evaluation charge which will be applied toward a \$75.00 minimum repair charge if customer agrees to repair for all non-warranty products. Items older than 10 years cannot be serviced. A purchase Order Number or Credit Card Number must be on file prior to Issuance of any R.M.A.
- If RMA is requested please fax or email this form to:

Wendy.rahman@sunnex.com  
Fax: 888-668-1920, Attn: Wendy Rahman

## Restocking Policy

Sunnex will accept products returned for credit, provided the product is returned in new condition. The service department will determine the condition. The following is a list of restocking guidelines.

1. If products are returned for credit within 30 days from shipment due to Principal's error caused by:

- A) Duplication of order, or
- B) Recommended wrong product for that application

There will be no restocking charge assessed to the customer. Sunnex will be responsible for all freight charge to the customer. Sunnex shall issue a Return Material Authorization number to the customer and note in the RMA comments field the reason for the return. The service department will evaluate the return.

2. If returned for credit within 30 days from shipment due to:

- A) Products no longer needed
- B) Wrong Product for application (customer's error) or
- C) Customer changed his/her mind

There will be a 25% restocking fee and the unit must be in new, saleable condition.

3. After 60 days, Sunnex will not accept any returns for credit unless:

- A) Specifically approved by either the President or Sales Manager.
- B) Maximum credit for this condition cannot exceed 70%.

4. In cases where the order is canceled prior to shipment, certain restrictions may apply and the order may be subject to a "cancellation charge", which would be based on the amount of time and materials which were expended in the current completion of the order. Cancellation on customized products will not be accepted.

5. **Product must be inspected by customer and Sunnex notified of any discrepancies within 72 hours of receipt.**

**Sunnex, Inc.  
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