



**Security Door Controls**

P.O. Box 3670, Camarillo, CA 93011-3670

Telephone: 800.413.8783 Fax: 866.215.3138 E-mail: RMA@sdsecurity.com

# Return Material Request

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

## Company and Contact Information (Please Print)

Company Name: \_\_\_\_\_

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

City: \_\_\_\_\_

State/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

County: \_\_\_\_\_

Account Number: \_\_\_\_\_

Name: (First & Last) \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: (Req'd) \_\_\_\_\_

## Request Information

Return for Evaluation

Warranty Repair

Non-Warranty Repair

Authorizing PO# \_\_\_\_\_

Return to Address: (Once service/repair is complete)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\*(Required for all non-warranty repairs/modifications/refurbishing) UPS:  Ground  Blue  Red

## Item Information

Item Number: \_\_\_\_\_

Description: \_\_\_\_\_

Original PO#: \_\_\_\_\_

Reason for Return: (please be specific - lock doesn't work, defective or bad out of box is not specific enough)

\_\_\_\_\_

Item Number: \_\_\_\_\_

Description: \_\_\_\_\_

Original PO#: \_\_\_\_\_

Reason for Return: (please be specific - lock doesn't work, defective or bad out of box is not specific enough)

\_\_\_\_\_

\_\_\_\_\_

**Returned Material Policy:** Any defects or errors for which we are responsible will be promptly rectified. Approval for return of merchandise must be requested of us, and when granted, the return authorization number must be displayed on all packages returned. all circuit board assemblies must be returned in their original packaging or approved static safe bag. If one is not available to you, we will supply one upon request. Improperly packed items may result in product damage, added repair charges and may void the product warranty. Material found suitable for resale without reconditioning will be credited to customer's account less a handling and reprocessing charge of 35% of the net material. value. Further charges will be assessed on material requiring rework to return it to salable condition. Outdated and obsolete products will not be accepted for return. Items manufactured to a special finish, options, size or pre-assembly configuration are considered special and are not returnable for credit. Incoming transportation charges are to be prepaid by the Buyer. Credits for material returned will have 2% deducted to cover the cash discount allowance on the original invoice. See current Price List for completed Sales Policy and Warranty Information.

Reference #: \_\_\_\_\_