



RETURN MATERIAL AUTHORIZATION

RMA # _____ (assigned by office)

TYPE: Service/Repair Return		DATE:
CUSTOMER:		
ADDRESS:		PHONE:
PRODUCT: RitmScenar	SERIAL #: #	
Problem description/symptoms:		

RITMSCENAR OKB, Inc. Return Terms and Conditions:

- **RITMSCENAR OKB, Inc.** will credit, replace or repair any product found defective for two years following date of purchase.
 - Customer must obtain an RMA number from the **RITMSCENAR OKB, Inc.** (Texas) office.
 - Product(s) must be returned to **RITMSCENAR OKB, Inc.** 1302 Tippler Dr. Arlington, TX 76002
 - All products must be returned in the original packaging.
 - Customer is responsible for their own proof of delivery.
 - If the faulty product is returned to **RITMSCENAR OKB, Inc.** but no fault is found after testing, then the Customer is responsible for paying an inspection fee of \$85.00.
 - If the fault is due to misuse of the product and not a manufacturer's error, the cost of the repair will be billed to the Customer.
 - If the product is found defective and is under warranty, **RITMSCENAR OKB, Inc.** will pay for the return shipping.
- Customer is responsible for the shipping to **RITMSCENAR OKB, Inc.**
- If the fault is due to misuse of the product and not a manufacturers error, the cost of the repair.
 - I understand and accept the conditions of the return:

Customer signature: _____