



## Return Material Authorization (RMA) Form

Customer Information				UGSM Use Only	
Date:	/ /		RMA#		
Contact Name:				Issue Date:	/ /
Customer Number:				Total Pcs Received:	
Company Name:				Total Pcs Approved:	
Shipping Address				Credit Amount:	
				Refund Amount:	
City				Shipping Ref:	
State:		Zip		Received Date:	/ /
Phone:		Fax:		Processed Date:	/ /
Email to Receive Shipping Label:				Authorized By:	

Choose 1

Qty.	Item No.	Product Name	Original Invoice #	Credit Replace Refund	Problem Description (Please be specific)

**Instructions & Policies:**

1. Complete and email this form to info@ugsm.com or fax to 909.509.5067. To expedite your RMA request, please include a copy of the original invoice and detailed images of the problems described above.
2. UGSM will verify the reason for the RMA and if the items are covered under warranty, you will be contacted with return instructions for approved items.
3. All items must be returned with original packaging and original accessories. A 25% restocking fee may incur for returned items that are non-defective or not approved.
4. Return shipping charges will incur for items that are non-defective, not an item manufactured or sold by UGSM, or disapproved items.