



<b>For Internal Use Only</b>				
<input type="checkbox"/> Amazon	<input type="checkbox"/> Rakuten	<input type="checkbox"/> PO	<input type="checkbox"/> Credit Card	<input type="checkbox"/> PayPal
Warehouse: _____				
Tracking #: _____				
1. _____	2. _____			
3. _____	4. _____	<input type="checkbox"/> Product Received		
5. _____		<input type="checkbox"/> Customer Credited		

## RMA Request Form

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

Company name: \_\_\_\_\_

Submitted by: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

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

Email: \_\_\_\_\_

Please provide 1 (or more) of the following:

Your original PO#: \_\_\_\_\_ Controls Central order #: \_\_\_\_\_

- Credit / new and unused
  Shipping error
  Warranty evaluation

Include date code(s) below

Qty: \_\_\_\_\_ Part number: \_\_\_\_\_

Specific reason for return: \_\_\_\_\_

Qty: \_\_\_\_\_ Part number: \_\_\_\_\_

Specific reason for return: \_\_\_\_\_

### RMA's are valid for 60 days

- Warranty returns will be sent to factory for evaluation. Items must be under manufacturer's warranty. Credit will be determined by the factory.
- All non-warranty Items must be returned in resalable condition. Product being returned for restocking must be new, unused and in original packaging and with literature to be considered for return.
- Non-warranty stock items:

- |                            |                              |
|----------------------------|------------------------------|
| Cancelled before we ship   | - No Charge                  |
| 1 - 10 days from delivery  | - No Restocking Fee          |
| 11 - 30 days from delivery | - 10% restock (\$10 minimum) |
| 31 - 60 days from delivery | - 20% restock (\$10 minimum) |
| Over 60 days from delivery | - No Returns                 |

- Do not return products back to the corporate office address. It will cause further delays in RMA processing, the correct return address will be provided by a Controls Central returns staff member.

Please send this information by fax# 714-671-3873 or email to [returns@controlscentral.com](mailto:returns@controlscentral.com).

**ControlsCentral.com**

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