

## Neutron, INC. Return Merchandise Authorization Request Form

To request a Return Merchandise Authorization (RMA) number, please review the RMA policies at <http://www.neutronusa.com> and complete this form and fax it to (814) 861 8137. Neutron, Inc RMA Department will issue an RMA number based on information contained in this form. Notification of the RMA number will be through the fax number or the e-mail address you provided.

**Please Print All Field**

Customer Name\*: \_\_\_\_\_ Company Name: \_\_\_\_\_  
 Phone Number\*: \_\_\_\_\_ Home Phone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ E-mail Address\*: \_\_\_\_\_  
 Order Number\*: \_\_\_\_\_ Order Date\*: \_\_\_\_\_  
 Address\*: \_\_\_\_\_

Item Description:	Serial Number*:
Receive RMA No. Via: Fax ___ E-mail ___	Action Requested*: Replace ___ Refund ___
Detailed Problem Description:	
<b>For Neutron, Inc. RMA Dept. Use Only</b>	
RMA #: _____ Issued By: _____ Date: _____ Valid Through _____	
<b>RMA Policy:</b>	<ul style="list-style-type: none"> <li>Customer is responsible to determine whether a product is defective. A \$29.99/hr. Diagnostic fee Plus shipping/handling will be charged for non-defective product.</li> <li>An RMA number is valid for 3 business days.</li> <li>All item MUST be received by Neutron, Inc within the warranty period.</li> <li>A 15% process fee based on current item price will be charged on returned product. Credit = Current Updated Price x 0.85.</li> <li>No TRADE IN for any items. Defective products will be replaced with same model</li> <li>Neutron, Inc. is responsible for replacing a defective item by UPS ground. Customer must pay the difference for upgrading shipping</li> <li>No advanced replacement. Customer can do a cross ship at customer's own expense.</li> <li>Detailed policy is listed at our website at <a href="http://www.neutronusa.com/">http://www.neutronusa.com/</a>.</li> </ul>

I have read, understood and agreed to the policies stated above  
 Print Name\*: \_\_\_\_\_ Signature\*: \_\_\_\_\_ Date\*: \_\_\_/\_\_\_/\_\_\_\_\_  
**All \* is required for RMA request to be processed.**