



181 Littleton Rd 221  
Chemsford, MA 01824

## RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

**Instructions: Please complete form in its entirety. Sign and fax completed form to your NECS sales rep.**

Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Product(s) to be returned: \_\_\_\_\_ Customer PO No.: \_\_\_\_\_ NECS Inv. No: \_\_\_\_\_

Product / Part Number(s): \_\_\_\_\_ Qty.: \_\_\_\_\_

Serial Number(s): \_\_\_\_\_

Reason for Return:

*(Please provide detailed explanation of problem and/or reason for return – return will not be authorized without this information.)*

\_\_\_\_\_  
\_\_\_\_\_

Technical support person, if different from above-listed contact, with whom the NECS engineering team may contact regarding problem with product:

Name: \_\_\_\_\_ Tel No. \_\_\_\_\_ E-Mail \_\_\_\_\_

Action requested: *(Please check one – add instructions or comments below, if needed)*

Replace Product  Repair/Upgrade  Refund  Credit Account

Other (Explain/Comments): \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Notes:**

- 1. If product is returned more than 30 days from date of invoice or if there are missing parts, a 15% restocking fee may apply.**
- 2. All replacement products will be invoiced to customer. Credits will be issued to customer when RMA'd product has been received by NECSWEB LLC.**
- 3. Returned products are to be shipped to the Massachusetts location using the RMA # as the "Attention To". Products returned without an RMA number will be refused.**
- 4. Product damaged in transit due to poor packaging will be the responsibility of the customer. NECS reserves the right to refuse shipment or deny credit for products damaged in transit due to improper packaging.**

**NECS Internal Use Only:**

NECS Sales Rep: \_\_\_\_\_

Date Completed Form Rcv'd. by Sales Rep \_\_\_\_\_

Fax'd to Corp. Office for Processing \_\_\_\_\_ RMA # Issued: \_\_\_\_\_