

Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below.

Return the completed form to support@usaraptor.com You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to Raptor Products, Inc will be provided once the RMA is issued.

Complete RMA details for this form on page 1 and page 2.

(if dealer business) Name:	
Contact Name:	
Phone:	Email:
(if dealer) Invoice No:	
Street Address:	
City, State, Postal Code:	
Country:	

Return Shipping Address

Name:
Street Address:
City, State, Postal Code:
Country:

Product Information

<input type="checkbox"/> Warranty	<input type="checkbox"/> Non-warranty	<input type="checkbox"/> Unknown
Model Number:		
Serial Number:	Date of Purchase:	
Reason for Return or Description of Problem:		

MADE IN  THE USA

WWW.USARAPTOR.COM

RAPTOR
SECURE DISPLAY ACCESS PRODUCTS



Product Returns for “Warranty” Determination

Raptor Products, Inc will test the product according to the description of the problem listed on Page 1 of the RMA request form. After Raptor Products evaluation, Warranty or Out-of-Warranty status will be determined. If the description of the problem is the same as listed on Page 1 of the of the RMA request form, the product will be repaired under warranty at no charge and shipped, prepaid, back to the customer. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no identifiable problem we reserve the right to charge for testing and return delivery. Warranty repairs do not extend the original warranty period.

No Warranty Credits or Exchanges for:

- Returned items that failed due to an accident, purchaser’s abuse, neglect or failure to operate in accordance with instructions provided in the owner’s manual(s) supplied.
- Returned items that failed due to incorrect usage or improper installation.
- Returned items that failed due to corrosive environments or other contaminants.
- Any item damaged in shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Returned items with a different serial number from what was authorized for return.
- Returned items that were special ordered or custom configured.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

Please take care to package your return carefully. Raptor Products, Inc is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

If the customer desires an expedited method of return, the product will be shipped collect.

Product Returns for “Non-Warranty” Determination

After Raptor Products, Inc evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.

At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return freight, or authorize the product to be shipped back as is, at the customer’s expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as is, at the customer’s expense. Repair work is warranted for ninety (90) days from date of shipment.

Please take care to package your return carefully. Raptor Products, Inc is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

Product Returns for “Non-Use” Determination

For any product returned to Raptor Products, Inc for reasons other than warranty, a 10% restocking fee and any round-trip shipping costs occurred by Raptor Product, Inc will be deducted from the refund amount. All returned items must be in their original box or crating and must include all packing material, manuals, and accessories.

Refunds will be issued via check. Please allow for 3-5 business days for the check to be issued at which time the returning personal will be contacted via the email provided on this form.

Signature: _____

By signing the RMA form, I agree to the terms and conditions set forth on this from.

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