TrinWare Parts RMA Request Form

TrinWare RMA #

To Be Completed by TrinWare (RMA numbers valid for 15 days)

Contact Information

Company Name

Customer #

Contact Name

Office Phone

Contact Email

Mobile Phone

RMA INFORMATION: Please fill out completely. RMA's will not be processed without the correct invoice and serial numbers. Please use **N/A** for fields that do not apply.

Please print, scan and email (or) print-to-PDF and email to: support@trinware.com   SUBJECT: Parts RMA Request

Qty	TrinWare Part #	Invoice #	Component Serial #	Problem Description	Method *R / A / S

*R = REPAIR
(Completed System Repair Forms Required for Repair - Pages 1 to 3)

A = Advanced Replacement
(Applicable terms apply and based on availability)

S = SWAP w/GOOD PRODUCT
(Upon receipt of defective item)

Shipping Instructions

Ship to:

Address / Contact

☐ Company Location

☐ Will-Call

☐ Drop-ship blind to end user

All returned product must have an RMA number.
NO CASH REFUNDS. Exchanges or repairs only.
Generally, RMA numbers will be issued within 48 hours.
The RMA form must be completed in it's entirety. Please provide a detailed explanation for your return. If an item is defective, please state the specific reason. (i.e. provide more specific information than DOA if possible)
All returned items are subject to functional testing before credit is issued.
All custom labels, adhesives and markings on products must be removed before they are returned, or return may be rejected.
All defective items must be returned to TrinWare in the original shipping carton complete with all manuals, documentation, hardware and software.
Do not ship items to TrinWare freight collect or without a completed RMA number.
A copy of the original invoice is required for all RMAs.
Cross ship advanced replacement products must be returned to TrinWare within 15 days. In addition, cross ship product must be returned in it's original packaging including manuals, cables, drivers, accessories, etc.
CREDIT WILL NOT be issued if cross ship product is returned incomplete.
ALL YELLOW HIGHLIGHTED FIELDS MUST BE COMPLETED TO PROCESS A RMA. **MISSING INFORMATION WILL DELAY THE RMA PROCESS BY 1-3 BUSINESS DAYS.**