



RMA Request Form

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RMA
Date Granted
Expiring Date

Customer:	Company Name:	Date Requested:
Address (Street/City/State/Zip):		
Tel.:	Fax:	Contact Person:

For each line please choose one of the following: Repair, DOA or Credit

Item	Serial Number	Invoice	Invoice Date	Specific Problem Description	Repair	DOA	Credit

RMA Process Requirements

- RMA forms must be fully completed and faxed back with matching invoice and all items must have a clear and specific problem description.
- Incorrect Invoice Number, missing invoices, or no invoice copies will result in delays in issuing RMA number.
- RMA forms are received with this time they will be returned to customer,
- DOA parts have to be claimed from the date of the purchase invoice.
- Credit for defective items has to be claimed withing 10 days from the purchasing. Credit for non-defective items will be subject to a restocking fee
- All items shipped need to show clearly the RMA number on the package.
- Any physical damage merchandise will void the warranty and is subject to service charges if rejected by the manufacturer.

Notes:
