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VAN NUYS, CA 91411

Toll Free Number 1(888)404-7870
Toll Free Fax 1(866)855-6681
customerservice@uniteddigitalsolutions.com

DATE FAXED: _____ (OFFICE USE ONLY) RMA # _____

RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

To be completed by Customer:

Date requested: _____
Requested by (Company Name): _____
Account number or Customer ID: _____

Attention: Customer Service Department FAX #: (866) 855-6681

I am requesting an RMA number to be able to return the following products:

Qty. Shipped	Qty. Returning	Item #	Description	Reason for Return	Unit Price	Total Price	From Invoice #

(Attach/enclose sample printouts if reason for return is defective and also indicate the defect)

The RMA # acts as a control number to track your merchandise and ensure that it is properly credited to your account. Please note that for your own protection you should use a courier (such as UPS, FedEx, etc.) that will be able to give you proof of delivery. **UDS** will not be responsible for products returned by a courier that cannot verify delivery in the event items are not returned to the supplier. Send a copy of the freight charges with merchandise and **UDS** will reimburse you in the event the product is defective.

If you have no means of shipping the merchandise back to UDS, we do offer the issuance of call tags with the assessment of a service charge for it. Please indicate if you need a call tag by checking below:

Request call tag (I understand that in the event that the merchandise is determined to be FREE of defect upon receipt and inspection by UDS, my account will be assessed a fee for the value of the call tag and re-stocking fees).

Preparing your Return for Shipment:

1. Use **YOUR** company's courier service and place shipping labels on the packages being returned.
2. Write your RMA number on your shipping label and affix to shipping package. In the case of multiple packages, write your name and RMA number on EACH shipping label, AND indicate the number of packages to be expected. For example: 1 of 3, 2 of 3, 3 of 3, etc. If the returned items are in the original packaging, **DO NOT** place the shipping address or RMA numbers anywhere on the original merchandise packaging as the product must be in resalable condition, in order to receive proper credit. Please write the RMA # clearly on the outside of the return package (containing all returned items) with a copy of **this** form inside the box.
3. **Any shipment arriving without an RMA number on the shipping label will be refused. Customer will not be properly credited for returned merchandise.**

Please return your product(s) to: Returns Department, (**ADDRESS OF SUPPLIER**)

DISCLAIMER: UDS reserves the right to DENY credit if the merchandise that is intended to be returned is of lesser value than the total cost of: such merchandise, plus the freight cost to be returned plus administrative fees.

The RMA number provided will only be valid for 30 days. This means that the product(s) described above must **be returned within 30 days from the date of this fax.** UDS will honor returns for up to one (1) year from original purchase date (invoice date), except for remanufactured inkjets, which will be honored for up to six (6) months from the purchase date. All non-defective returns are subject to a thirty percent (30%) restocking fee. If upon receipt and inspection of the returned merchandise, it is determined that it is indeed DEFECTIVE, **UDS** will issue store credit to the customer's account. UDS does not provide cash refund. It will be in the form of store credit.

FOR INTERNAL USE ONLY					
RMA NUMBER		RESTOCKING FEE		CREDIT AMOUNT	
ISSUED BY		RETURN RECEIVED ON		CREDIT ISSUED BY	
ISSUED ON		RETURN RECEIVED BY		CREDIT ISSUED ON	
DEADLINE		INVOICE # / {PO #}		REPLACEMENT #	