

RMA Service Request Form

AMANO McGANN

Date: _____ Customer Number: _____

ACI RMA Number: _____

Customer Name: _____

Purchase Order Number: _____

Address: _____

Drop Ship Address: _____

Phone: _____ Fax: _____

Contact: _____ Phone: _____

Please Check Service Options

RMA Service:

- Repair
- Credit
- Replacement

Service Category:

- Warranty
- Normal Billable Service
- Estimate – billable

Service Options:

- Standard: 5-10 work day turnaround (no additional charge)
- Expedited: 3-4 work day turnaround (additional \$60)
- Express: 1-2 work day turnaround (additional \$100)

Credit/Replacement Criteria

Original PO/Invoice Number: _____

Part Number: _____

Description: _____

Quantity: _____ Unit Price: _____

Reason for Return Credit/Replacement

- Wrong Item Ordered
- Wrong Item Shipped
- Defective Item

Additional Comments:

Repair Information Note: All RWPV mechanisms will be configured as a validator unless otherwise specified. _____

Model or Part Number: _____ Serial Number: _____

Please specify version requirements: Note: Be sure to verify version compatibility with iParcProfessional.

RWPV _____ AGP-5200 _____ AMG/AGP-6800 _____ AMG-7800 _____

Detailed Description of Problem:

Service Work Performed (Repair):

Return Shipping Service: Ground Overnight Overnight Early A.M. Two Day Three Day Pickup

Please be advised that all warranty repairs/replacements are subject to ground shipping. Other requested shipping methods will be subject to applicable shipping charges.

Notes:

1. Warranty claims must include a copy of the original Amano McGann invoice indicating the equipment serial number. All warranty repairs that are not considered manufacturer defect will be subject to applicable repair charges.
2. A diagnostic fee of \$100.00 will be assessed for all items. This fee will be waived if repairs are approved.
3. An additional special handling charge of \$10.00 will be added to all repair orders for drop shipment.
4. All Vendors Terms & Conditions of Sales/Repair apply. Call 1-866-PARKHLP for any additional information.

Click the Submit button or email completed form to:
rma@amanomcgann.com

Submit